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Communication Skills

Description

This course aims at improving participants' interpersonal communication skills. Throughout the course, participants will learn about the communication process and its different stages, variations and pitfalls. By focusing on concrete situations and using role-plays, the participants will learn how to enhance their assertiveness, while focusing on positive communication. The course also touches on understanding non-verbal communication.

Course Content

- The communication process and its barriers
- The different forms of communication
- Expressing ourselves appropriately
- Active listening
- Non-verbal communication
- Methods for an assertive approach to communication
- Managing "difficult" situation by improving communication
- Culture and communication

Duration

2 days for up to 12 participants

Target Audience

People who need to strengthen their communication skills.

Influence and Assertiveness

Description

This course focuses on using assertiveness and influencing others. The goal is for participants to have more harmonious relationships at work, while focusing on better communication. The course participants also practice and learn how to be assertive in role-plays and case studies. By focusing on mutually beneficial communication, the goal is for them to gain the agreement of their counterparty, while maintaining their position in an argument or negotiation.

Course Content

- The definition of influencing and assertiveness
- Influencing with integrity
- Understanding behaviours
- The influencing barriers
- Listening and assertiveness
- Becoming assertive and using empathy
- How we are affected by different behavioural factors
- Understanding and applying assertiveness

Duration

2 days for up to 12 participants

Target Audience

People who wish to become more assertive and influential in their organisation.

Multicultural Communication

Description

This course focuses on cultural differences and how to better understand and manage them to avoid conflict. The course covers verbal and non-verbal communication across various cultures. The cultures that are covered in the course are adapted to the course participants. The course has a very practical, hands-on approach and participants will gain a better of understanding of the topic by reading case studies and engaging in role plays and open discussions on the matter.

Course Content

- How does culture impact the workplace?
- What are the different types of cultures and what distinguishes them?
- Fundamental cultural differences
- Understanding cultural differences
- Impact of cultural differences on corporate culture
- Management and culture
- Conflict resolution
- Cultural differences in languages
- Cultural differences in time management
- The culture of hierarchy

Duration

1 day or 2 days for up to 12 participants

Target Audience

Professionals working in multicultural environments, who want to improve their intercultural communication skills.

Presentation Skills

Description

This course focuses on presentation structure and delivery. The course covers the skills and techniques required to create and structure presentations. Then participants chose their topic and define the scope of their presentation. The second part of the course focuses on the practical aspect and each participant gets to give a presentation, which can be filmed, timed and assessed. The participants also receive specific feedback on their presentations from their peers and the trainer.

Course Content

- Choosing the presentation topic and objectives
- Structuring a presentation
- Catering to your audience
- Non-verbal communication in presentations
- Captivating the audience
- Dealing with difficult questions
- Using visual aids
- Presentation logistics

Duration

2 days for up to 12 participants

Target Audience

Professionals who want to gain a better understanding of presentations and deliver them effectively.

Written Communication in Business

Description

This course covers business English writing with a hands-on approach. Participants are given case studies, adapted to their everyday responsibilities. They then have to write, present and submit the written documents and receive feedback from the trainer and their peers. The course also teaches participants the best techniques of writing such as the three-stage approach to writing: pre-writing, writing and revising. The main documents covered in the course are E-mails, reports and formal letters that are well structured and concise.

Course Content

- Forms of written communication
- Effective writing in business English
- Rules and best practice for E-mail
- The three stages of writing
- Organising and structuring a report
- Understanding the audience
- The different styles of writing
- Achieving clarity and avoiding ambiguity
- Writing formal letters

Duration

1 day for up to 12 participants

Target Audience

People who want to improve their business English writing and written communication.

Leadership in Teams

Description

This course is meant for managers who want to develop their team leadership skills. The course participants are introduced to different leadership styles, to help them understand each style's effectiveness and application. The course also covers effective communication and influencing skills, as well as motivation and coaching. The course has a practical section too, where participants get to practice in role plays how to apply the aforementioned skills.

Course Content

- Qualities and skills of a leader
- Leadership vs. management
- Different leadership styles
- Tuckman's stages of group development
- The different types of profiles in a team
- Influencing and motivating individuals and teams
- Managing team performance
- Giving feedback effectively
- Incorporating coaching into leadership
- Leading through emotional intelligence
- Resolving conflicts

Duration

2 days for up to 12 participants

Target Audience

Managers who want to acquire leadership skills to effectively manage teams.

Team Building

Description

Team building aims to create bonds amongst employees. By uniting them in a common goal, team building aims to improve productivity and develop cohesiveness. Team building encourages people to communicate with each other, to develop mutual trust and appreciation. Through discussions, brainstorming and practical activities, they learn to appreciate one another and redefine the team's purpose, in a supportive and relaxed environment.

This course is personalised and includes a number of practical activities to adapt to each team's needs.

Course Content

- The definition of "team"
- Stages in team development
- Functioning as a team and defining goals
- Communication in teams
- Appreciating individual styles and diversity in the team
- Working on projects as a team
- Key points for improving teams

Duration

1 or 2 days

Target Audience

Teams that want to develop their cohesiveness and productivity.

Managing Organizational Change

Description

This training course focuses on organisational changes and their impact on personnel and management. Participants will gain a better understanding of change and learn how to manage it effectively. The main focus here is on the management skills that are needed for managers to support their teams in implementing and accepting change.

Course Content

- Understanding and accepting change
- The different types of organisational change
- The importance of effective change management
- Bridge's model of transition
- The seven-step transition curve
- Indicators of reactions to change
- Supporting teams during change
- Leading change: Kotter's checklist
- The role of leadership in managing change

Duration

1 day

Target Audience

Managers who want to improve their change management skills and support their teams in implementing change.

Conducting Effective Meetings

Description

This course is a step-by-step guide to planning, setting up and running meetings in an effective and organised fashion. Participants acquire these skills by running through each step in different role-play scenarios. They begin by focusing on meeting invitations, then the actual meeting planning, organization and structure. Thereafter, they learn how to draft meeting minutes and follow up, if necessary. Chairing successful meetings requires clear objectives, a precise agenda, efficient planning and time management.

This course is useful for all levels of seniority, particularly for people who chair, organise and participate in meetings.

Course Content

- Conducting effective meetings
- Meeting preparation
- Compiling an agenda
- Working effectively with meeting participants
- Writing meeting minutes
- Managing the meeting follow-up process

Duration

1 day

Target Audience

Professionals of all levels who want to improve their meeting management skills.

Win-Win Negotiation

Description

Negotiation in its most effective form is about adopting a win-win approach to achieve mutually beneficial outcomes. It is about focusing on long-term relationships over short-term gains. This course focuses on the entire negotiation process from planning and preparation to the actual negotiation, closing and follow-up. The course provides participants with a variety of hands-on role-plays to illustrate the different negotiation techniques. Upon completion of the role-plays, the participants are given feedback by the trainer and their peers.

Course Content

- The fundamentals of negotiation
- Win-win negotiating
- Assessing a negotiation
- Planning and preparation:
- BATNA (Best Alternative to a Negotiated Agreement)
- Starting a negotiation
- Negotiation and bargaining
- Closing and following up
- Consolidating the results of a negotiation
- Communicating effectively throughout the negotiation process

Duration

2 days for up to 12 participants

Target Audience

People who want to become improve their negotiation skills.

Train the Trainer

Description

A great trainer is essential in today's workplace. In organizations, the trainer ensures learning and development. This course focuses on a variety of skills, including identifying your audience's needs, planning and developing an effective training course, and effective course delivery. The course has a practical approach and gives participants the opportunity to practice training delivery in a supportive environment. After delivering the course, the trainer receives feedback from the trainer and his/her peers. If necessary, the trainer can be filmed to allow for self-assessment.

Course Content

- The fundamentals of training and training courses
- How adults learn
- Planning and preparing of a training course
- Training exercises and activities
- Skills and techniques for effective training delivery
- Managing the audience
- Giving effective feedback
- Preparing and using visual aids
- Training delivery practice
- Evaluation

Duration

2 days for up to 8 participants

Target Audience

People who deliver training courses and want to improve their skills.

Time Management

Description

This course's focus is on achieving key goals within the time available to us. Today's work environment is full of deadlines, time constraints and multi-tasking. It is instrumental to master good time management. Course participants will learn to assess their own approach to time management and develop skills for prioritising and planning tasks.

Course Content

- What is effective time management?
- What is your approach?
- Constraints and distractions to effective time management
- Setting priorities
- The difference between "urgent" and "important"
- Establishing goals and objectives
- Planning and scheduling tasks
- Leveraging through technology

Duration

1 day for up to 12 participants

Target Audience

People who want to become more effective at time management.

Customer Service

Description

Luxembourg's dynamic workplace has evolved over the years to become not only a financial hub, but also a multidisciplinary industry, encompassing a wide range of industries such as financial services, legal advice and IT consulting. Having an international approach to business, customer service in Luxembourg is unique. In many cases, the customers are international and living outside of Luxembourg. This means that we must focus on the importance of excellent written and oral communication and understanding our customers' needs.

The focus of this course is on how to deliver excellent customer service over the telephone and via E-mail. The course ensures a practical orientation through the use of numerous exercises and role-plays that are based on realistic situations that our clients face.

Course Content

- Telephone-based customer service
- Tools for effective customer communication
- The importance of non-verbal communication
- Dealing with cultural differences among customers
- Characteristics of written communication
- Communicating with customers via E-mail
- Best practice use of E-mail
- Handling difficult situations with customers

Duration

2 days

Target Audience

Professionals involved in customer service.