

## Leadership & Management



### Leadership – *from vision to action*

The objective of this programme is to enable experienced leaders to clarify and translate 'vision' into high-performance 'action' and to harmonise strategy with the culture and structure of their organisation. The programme explores the paradoxes related to the two dimensions of leadership, business and people, and trains on personal cases using the "Double Helix®" model



### Crosscultural Management – *interacting with other cultures*

To be competitive in this fast changing global environment, the international manager needs a high level of awareness of the significant cultural aspects of the countries (s)he is dealing with. Through our program participants will gain a better understanding of their styles through concepts such as nonverbal communication, cultural filters and remote communication.



### Management – *leveraging yourself*

(See also: **Open Programmes**)

The key qualities this training develops are credibility essentials for line managers; they will acquire the skills to lead, motivate and coach each of their individual employees. Performance management is addressed at both collective and individual level. This programme will also help successful managers reconstruct fundamental competencies in a way both confrontational and pragmatic.



### First level management – *seize the day*

The role plays worked upon in this programme allow new managers to acquire the prime communication tools and key attitudes they will need to lead daily encounters to a successful conclusion and confidently manage critical situations.



### Management assistant – *complementarity, efficacy*

The Management Assistant's role as image guardian, information filter, organiser and facilitator is unique. This programme will optimise his or her potential - its effectiveness increased by the fact that his or manager has experienced a similar training.

## Sales & Negotiation



### Leading sales forces – *the performance driver*

This training has a dual purpose for the participant - to create optimal conditions for the sales team and to demonstrate exemplarity and involvement in sales and negotiation. These two complementary and interdependent skills are addressed in a linked format.



### Winning strategies for key accounts

Selling global and complex solutions demands an ability to distinguish between the roles and positioning of all players in the decision-making process. All must be taken into account - drawing on the appropriate attitudes and strategies.



### Sales – *from prospection to active reference*

From prospection to closure via the defence of margins, this programme covers all the features of the commercial landscape of product and/or service salespeople. Every step of the sales action is trained - with specific relation to the professional environment of each participant.



### Client relations – *the 'satisfaction' attitude*

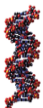
This training, devised for technicians, after-sales staff, administrators and back office, focusses on creating healthy client/supplier relationships - internal and external - and has the goal of optimising the way participants communicate with, and impact upon, clients. The final intention is to create favourable conditions for a constructive relationship - and new partnerships.



### HR influencing – *building the circle of effectiveness*

(See also: **Open Programmes**)

This training aims at empowering HR professionals influence in different directions, communicate their message into different forms, make allies and build networks. Becoming credible solution-providers requires from HR professionals to show exemplarity in combining expertise with another human quality: trust.



### Empathic Negotiation – *building the agreement*

Open to all in negotiation situations this training optimises the preparatory phase, the approach strategy, creativity and tactics. Participants will acquire the fundamental attitudes and reactions of the 'strong negotiator', who masters their emotions. A special version of the programme on **Online Negotiations** co-delivered with a media expert and real-time practice on camera.

## Trainers, coaches, consultants



### Train the trainer – *the transfer of skills*

This training delivers the keys of the 'Krauthammer approach' to in-house trainers, using an inter-active, dynamic teaching method which alternates theory, practice and personal acquisition.



### Train the coach / mentor – *guide, support, develop*

Internal line-coaches and mentors will be equipped with the range of diagnostic tools and teaching methods necessary to define a personal development plan, as well as support and confrontation attitudes needed to enhance the evolution of the 'coachee'



### Train the consultant – *solve a problem*

This practical programme gives specialised consultants (IT, technology, finance, law, etc) access to a clear and proven methodology; it further allows the human dimension to be respected and taken into account - whatever the context.

## Personal development



### Time management and personal organisation – *time to be available*

Making fundamental choices, prioritising, becoming aware of our time-related prejudices, acquiring effective organisation tools - these are the elements this training programme addresses. The final goal - optimising the balance between work and private life.



### Arguing Before Groups – *the 4 roles of the presenter*

(See also: **Open Programmes**)

Restricted group sizes, multiple interventions for each participant using formal exercises, improvisations and personal 'in situ' presentations, voice coaching, video analysis - this programme creates a highly personalised environment and an individual dimension close to a coaching approach. Special emphasis given on how to deal with difficult audiences and reply to objections on the spot. A version of the programme suitable for experienced presenters (trainers, executives) explores the power of **Storytelling**.



### Personal Branding & Visibility - *selling my work to the right audience*

(See also: **Open Programmes**)

Networking and reaching out to diverse audiences is fundamental to promoting a company's image, expanding the sales pool and spurring creative thinking. But why do some of us have hard time networking and selling our achievements? This programme helps participants identify and utilize the elements of their professional brand, craft their Elevator Pitch and equip them with a networking strategy. A strong personal brand makes the case for a strong corporate brand, because companies start with people.



### Personal Engagement – *attending to the mind, heart and body*

Feeling engaged to the organization starts with feeling engaged to oneself. The programme combines principles of behavioural training and experiential learning in order to help us gain improved awareness of our motivators and offer practical tips on how to use our energy at work more effectively. Interactive exercises balanced with moments of personal reflection help us attend to the three areas of what makes us human: the mind, the heart, the body.



### Collective intelligence workshops – *utilizing the power of many*

Engagement in organizations comes as a result of participating in issues that matter to everyone. In a Collective Intelligence workshop (Open Space, World Cafe) participants set the agenda on issues that matter to them and form task force for action. It is the power of many that facilitates creative thinking and turns organizational values into a living example.



### Personalised management – *the individual dimension*

Knowing the different 'personality types', adapting our communication style, managing relational dysfunctions, responding in the right way to the fundamental needs of the person we are speaking to - here are the themes making up this training - one which is complementary to a Master training. It has been devised for previous participants of a Leadership or Management programme.



### The decision process and change management – *a considered choice, a successful transition*

Participants will be equipped with the ability to weigh up and evaluate the different parameters at stake in a significant change, take the wisest possible decision accounting for the relative weight of the decision makers involved. They will learn to communicate, create adherence and manage transition by anticipating and accompanying the resistance to change.



### Team Synergy – *one for all – all for one*

Realising objectives requires team consensus, cooperation and communication – from the beginning. We will enable planned, permanent and project teams to define the steps needed to appraise, achieve and maintain the success factors. The result will be a better working atmosphere and an improvement in quality of decision-making, deadline keeping and budget control.



### Emotional Intelligence – *working under the surface*

In the past years, much has been written about emotional intelligence. How are its principles translated in the workplace though? Through this programme participants will gain insight into their personal components of EQ and how these can be adjusted into more effective communication patterns. A version of the programme aimed at large audiences taps on the power of **Drama therapy** – co-delivered with an expert.

## Refining Skills



### Competence Based interviews – *cracking talent*

Interviews are a widely used tool, yet of questionable validity. How do we ensure good questioning? What do we observe in a participant's body language? How does one avoid the "hallo effect"? All these questions will be addressed in a rigorous, fast and high-impact programme.



### Working Sessions – *making meetings work*

Why do meetings usually suffer? What are the 10 guiding principles in making a meeting effective in terms of time and results? This programme combines reflection and intensive practice on the essential behaviours for making a meeting work.



### The Telephone – *instrument of our success*

This programme is designed for everyone who communicates with customers by telephone to ensure an excellent company image. Its effects are reflected in improved confidence levels, higher numbers of productive contacts, better sales figures and improved customer satisfaction indicators.