



**LEARNING SOLUTIONS**  
2026

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# ABOUT US

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**IN EVERY INTERACTION  
WE HAVE WITH YOU, OUR  
GOAL IS TO INSTILL  
PASSION FOR LEARNING,  
FOR GETTING BETTER.**

We, at Manila Execon, take pride in searching the world for the best and bringing them to you. We believe that by equipping you and your team with the best learning solutions, we can make you at par with the rest of the world.

We work on capitalizing your existing expertise and honing them further through research-based and time-tested learning solutions. We go beyond merely delivering knowledge. We make your learning experience exciting and sustainable; just ask the thousands of learners we continue to engage with.

We get better by learning from the best, and from you.

**the future  
belongs to the  
curiQus.**



## WHY WE ARE HERE

We inspire curiosity and the drive for change.

## WHAT WE DO

We facilitate conversations and learning events that lead to personal change and organizational transformation.

## PARTNERS

### AchieveForum

(now part of Korn Ferry)

Award-winning partner for comprehensive on-the-go leadership solutions that help implement business strategies and drive performance at every level of the organization.

- Offers the most comprehensive and effective programs in leadership development
- Inspires people to lead successfully in turbulent business landscapes

### Discover Assessments

Quick and easy profiling solution that helps organizations recruit faster and maximize talents within.

- The world's only gamified assessment that shortens talent evaluation time and report turn-around
- Empowers companies to grow their business by more intelligent hiring and talent development assessments

### Kepner-Tregoe

Instilling the gold standard in critical thinking skills to nurture efficient problem-solvers and decision-makers in an ever-changing world.

- 60+ years of helping companies solve millions of problems and address organizational challenges
- Delivers measurable results to any company looking to improve quality and effectiveness while reducing overall costs

### Korn Ferry

A global organizational consulting firm, bringing together strategy and talent to drive superior performance for clients.

- 50+ years of transforming companies and people to succeed
- Brings a world-class portfolio of learning, development, and performance improvement offerings and expertise



## Farrel-Novita

Self-paced online course on entrepreneurship, teaching high-growth practices of the world's greatest entrepreneurs.

- 30+ years of research and helping companies succeed
- Learn the entrepreneurial basics which propel all high growth enterprise

## Communispond

Pioneer in communication expertise that creates clear, confident, and compelling world-class presenters.

- 50+ years of developing powerful communicators worldwide
- Empowers learners to deliver presentations in different formats and for audiences of different sizes

## The Center for Leadership Studies

Award-winning partner that enable leaders to engage in effective performance conversations that build trust, increase productivity and drive behavior change.

- 50+ years of being the forefront of leadership training and organizational development
- Learn the Situational Leadership® – the most successful and widely adopted leadership training



# Flexible learning solutions

to address your specific needs



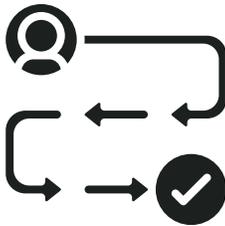
## IN-HOUSE LEARNING SOLUTIONS

for organizations and groups, either for in-person or virtual sessions, to help achieve specific goals and objectives.



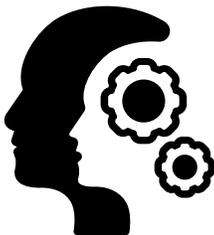
## VIRTUAL PUBLIC WORKSHOPS

for selected programs catering to individuals and small groups from different organizations.



## CUSTOMIZED SOLUTIONS

for planning sessions, team building, and other consulting services to address unique organizational needs.



## BEHAVIORAL ASSESSMENTS

for unlocking self-awareness, enhancing communication, and building stronger, more effective teams by understanding key styles.

# Transform learners to leaders with these learning solutions!



## Drive performance at every level

- Accelerating Strategic Initiatives
- Activating Change™: Individual Contributor
- Activating Change™: Manager Version
- Adapting to Constant Change
- Bridging Strategies to Outcomes
- Building Commitment to Results
- Building Team Pride and Purpose™
- Building Trust Under Pressure: The Basic Principles™
- Clarifying Performance Expectations®
- Coaching Clinic
- Conducting Performance Reviews™
- Connecting People to Strategy
- Correcting Performance Problems™
- Creating Clarity and Focus
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- Developing Team Agility: Day-to-Day Tools™
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- Guiding Collaborative Discussion
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- Influencing Outcomes Through Others
- Leading Change
- Leading for Resilience
- Leading Innovation: From Concept to Value Leading Through Transitions
- Leading Virtually: A Framework for Success Leading with Influence

- Making Collaborative Decisions
- Managing Your Priorities
- Offering Rewards and Recognition™
- Planning for Performance Discussions™
- Problem-Solving Results™: Solutions, Improvements, and Innovations
- Profiles in Genuine Leadership
- Realizing Talent in Others™
- Resolving Conflict with your Peers
- Shaping a Motivational Workplace™
- Skillful Conversations
- Storytelling in Business
- The Hallmarks of Supervisory Success™



## Improve Communication and Relationships

- Creating Memorable Presentations Anywhere™
- Delivering Memorable Presentations Anywhere™
- Delivering Memorable Presentations™
- Executive Presentation Skills®
- Socratic Selling Skills®
- Virtual Presentation Skills™
- Virtual Meeting Skills™



## Promote Clear-thinking and Revitalize Processes

- Analytic Trouble Shooting
- Problem Analysis
- Problem Solving and Decision Making
- Project Management

# Transform learners to leaders with these learning solutions!



## Accelerate Revenue Growth and Build Customer Loyalty

- Professional Selling Skills®
- Strategic Selling® with Perspective
- Conceptual Selling® with Perspective
- Channel Management
  - Achieving Channel Leverage
  - Influencing Partner Outcome
  - Effective Partner Planning
- Service Ready Core
  - Building Customer Loyalty
  - Exploring Digital Conversations
  - Mastering Conversation Essentials
  - Navigating Challenging Situations
  - Strengthening Customer Connections
- Large Account Management Process®

## Farrel-Novita

### Create and grow your business

- Getting Entrepreneurial
- Creating Entrepreneurial Economies
- The Entrepreneurial Organization



### Lead and work effectively

- Discover Assessments
- Discover Yourself



## Learn the most successful and widely adopted leadership training

- Situational Leadership® Essentials



## Bring out the best in people and organizations

- Assertive Communication at Work
- Building Strong Organizational Skills
- Communicate with Impact
- Critical Thinking for Team Excellence
- Discovering Your True Leadership
- Elevating Employee Experiences
- Influencing for the 21st Century
- Leadership Webinar
  - Agile Learning and Future-Proof Career
  - Everyday Innovation at Work
  - Fine-Tuning Your Presentation Skills
  - Inspire and Lead with Stories
  - Optimize Productivity in Hybrid Settings
  - Problem Solving Beyond the Symptoms
  - Shifting from Silos to Team-Centric Thinking
- Managing Stakeholders with Confidence and ease
- Navigating Change with Resilience
- Negotiation for Shared Success (8 Hours version)
- Negotiation for Shared Success (16 Hours version)
- Sinking Silos. Building Bridges.

# MODULES

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MANILA EXECON, INC



## Accelerating Strategic Initiatives

The real measure of effective organizational change is not how fast it is implemented, but how quickly your efforts make an impact and how that impact is sustained and even increased over time. Leaders are introduced to a set of leadership actions that have the greatest impact on Strategic Speed - the speed with which initiatives reduce time-to-value and increase value over time.

**Duration:** 8 hours

### Purpose

Manage faster, more successful execution of projects and initiatives by setting them up for success from the outset, with a focus on building involvement in the effort across various affected groups.

### Learning Outcomes

- To accelerate successful execution of projects and initiatives.
- To communicate about their initiative clearly and compellingly.
- To involve people in dialogue about the initiative and in shaping the execution plan. Assess progress, identify obstacles, and correct course.
- To reduce the impact unanticipated events have on execution.



## Activating Change™: Individual Contributor

Every organization needs to be able to adapt quickly in order to thrive in a world that is constantly changing. However, for any organization to be successful in the long-term, it is essential that its individual employees have the confidence and flexibility to respond to constant change. This is why your ability to adapt to change is such a valuable asset in your professional life.

**Duration:** 4 hours

### Purpose

Learn and plan the application of three practices for activating the ability to change.

### Learning Outcomes

- To describe the benefits of becoming change-capable.
- To learn about a change in efficient, productive ways.
- To identify external business realities that create the need for change. Leverage your past successes and strengths to adapt to change. Take positive action within your areas of control.
- To resist the natural tendency to sink into a negative view of change.

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## Activating Change™: Manager Version

Change permeates every aspect of organizational life, making long-term stability an artifact of the past. That's why, for most organizations, the ability to change is among the few remaining long-term competitive advantages. To be change-capable, these organizations need managers and supervisors who can develop change-capable people. The success of every change initiative depends on individuals willing to adopt new behaviors. That's why people derail change efforts far more often than technology or processes.

**Duration:** 12 hours

### Purpose

Learn and plan the application of daily practices that build change capability in your work area and throughout the organization.

### Learning Outcomes

- To describe the central role of change capability in improved organizational and individual performance.
- To take high-payoff actions to build change capability in your area and throughout the organization.
- To maximize your commitment—and encourage the commitment of others—to making change happen. Work toward expected change results.
- To resist the natural tendency to sink into a negative view of change.



## Adapting to Constant Change

The business landscape in which we operate is more complex, ambiguous, and at times volatile than ever before. All of which can lead to distraction, stress, anxiety, and disengagement. To be successful in this environment, leaders and the people they lead must be highly adaptable, and able to perform at high levels amid this constant change and uncertainty.

**Duration:** 4 hours

### Purpose

Enable leaders to perform more effectively in an environment of constant change and uncertainty.

### Learning Outcomes

- To describe their baseline ability to absorb constant change and uncertainty while maintaining high levels of performance.
- To identify the research-based practices that will improve adaptability.
- To use a process to immediately manage and reduce the impact disruptions, distractions, stress, and anxiety have on their performance.
- To develop an action plan for long-term improvement of their own and their team's adaptability. Absorb more change and uncertainty while delivering high levels of performance.

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## Bridging Strategies to Outcomes

Leaders achieve measurable outcomes by listening for groundbreaking ideas, aligning performance with strategic direction, lobbying for support, making data-driven decisions, and helping people see how their actions matter.

**Duration:** 12 hours

### Purpose

As a leader of other leaders, it is essential to possess strong interpersonal skills to meet the challenges of your role.

### Learning Outcomes

- To seek out, clarify, and confirm ideas and information.
- To compellingly describe organizational issues and strategy.
- To recognize the challenges and benefits of giving feedback.
- To focus individual action on issues through feedback.
- To explore useful ideas for turning strategies into action.
- To lobby for the support and resources you need to address key organizational issues.



## Building Commitment to Results

This program provides mindsets and skills to help leaders maximize performance through engagement and empowerment vs. command and control. Leaders learn to support their employees' success by tapping into their internal motivational needs of competence, connection, and choice.

**Duration:** 4 hours

### Purpose

Enable leaders to elevate their team's performance by building their employees' internal commitment to achieving business results.

### Learning Outcomes

- To recognize and support three basic psychological needs in the workplace.
  - To explore the perspective of others to create shared ownership of the work.
  - To offer choices to encourage responsibility for achieving goals.
  - To speak without judgment to turn compliance into commitment.
- 

## Building Team Pride and Purpose™

This program is designed to enhance the abilities of team leaders in order to increase team commitment, productivity, and the ability to deliver results. Throughout the program, leaders will learn various skills to ensure that team members are clear and connected to both the big picture of the team's work and the value each team member brings to the success of the team.

**Duration:** 4 hours

### Purpose

Enable leaders to increase the productivity of their teams by building a sense of shared purpose that brings practical results.

### Learning Outcomes

- To accelerate team productivity through building pride within individuals and teams.
- To accelerate team productivity through building a sense of purpose within a team.
- To compellingly communicate team goals to inspire commitment.



## Building Trust Under Pressure: The Basic Principles™

This program develops foundational mindsets and skills that allow employees at all levels to increase productivity and build strong working relationships.

**Duration:** 4 hours

### Purpose

Build solid foundational leadership habits for building productivity and strong working relationships.

### Learning Outcomes

- To identify six Basic Principles for building credibility and trust with others in challenging situations.
  - To identify and use their Basic Principle strengths under pressure.
  - To use the Basic Principles to address problems and take positive action in challenging situations.
- 

## Clarifying Performance Expectations®

This program is a flexible and collaborative approach for leaders to set performance expectations and ensure they remain current and aligned with organizational priorities over time. This approach emphasizes the importance of maintaining an open dialogue about expectations and priorities, as it is critical in today's rapidly changing business climate. Leaders are encouraged to shift their mindset and recognize that clarifying expectations is not a one-time or quarterly activity, but an ongoing process.

**Duration:** 4 hours

### Purpose

Adopt a flexible approach to setting, confirming, and adjusting performance expectations so that work supports team and organizational goals.

### Learning Outcomes

- To identify important opportunities to set and/or adjust performance expectations.
- To conduct collaborative expectation-setting conversations with employees.
- To maintain ongoing dialogue about what success looks like and the work that's most important.
- To keep expectations current and aligned in response to changing conditions.
- To clarify performance expectations in a way that taps into employee motivation and commitment.



## Coaching Clinic

For modern organizations, knowledge capital—the skills, expertise, and capability of their employees—is rapidly becoming a key competitive advantage. To attract and retain people with the talent required to achieve critical business results, companies must make a significant investment in their knowledge capital. For managers in these organizations, coaching is a primary means of contributing to this investment and to building knowledge capital; it thereby enhances both individual and organizational capacity. Managers who make coaching a priority can make a significant contribution to strengthening their organization's competitive position.

**Duration:** 8 hours

### Purpose

Help managers identify and seize coaching opportunities and apply coaching practices that are appropriate to the demands of modern business.

### Learning Outcomes

- To describe the strategic role of coaching in today's business environment.
- To identify opportunities to build learning into everyday work.
- To apply the skills of a thinking partner.
- To provide feedback in a way that builds individual capability.
- To develop strategies for handling challenging coaching situations.
- To develop plans for increasing the return on your coaching investment.



## Conducting Performance Reviews™

The performance review is a valuable opportunity for both the manager and employee to have focused attention on each other. It is an ideal time to discuss important issues that matter to both parties. A successful review requires collaboration between the manager and employee. When done properly, a performance review can boost employee motivation, promote learning, increase productivity, and foster collaboration throughout the year.

**Duration:** 4 hours

### Purpose

Explore and apply six key actions for conducting performance reviews that will increase employee motivation, learning, productivity, and collaboration throughout the year.

### Learning Outcomes

- To prepare for a focused and collaborative performance review meeting.
  - To help employees prepare for the performance review meeting.
  - To give their perspective of the person's performance by focusing on core points.
  - To overcome major performance disconnects with the employee.
  - To increase employee motivation, learning, and productivity, and ensure collaboration throughout the year.
- 

## Connecting People to Strategy

Employees who are unaware of how their work contributes to the organization's success are less engaged and committed, leading to a decline in organizational performance. Mid-level leaders play a crucial role in bridging the gap between executive strategy and day-to-day outcomes. They must take responsibility for connecting people to strategy, even in the face of constantly evolving strategic directions.

**Duration:** 4 hours

### Purpose

Adopt a flexible approach to setting, confirming, and adjusting performance expectations so that work supports team and organizational goals.

### Learning Outcomes

- To clarify how your strategic priorities contribute to the success of the organization.
- To connect the work of individuals and the group to your strategic priorities.
- To communicate in ways that create alignment and engagement.



## Correcting Performance Problems™

This program provides leaders with the necessary skills and confidence to promptly and constructively address performance issues. Through an effective conversational approach, leaders can tap into employees' self-motivation and ownership, and overcome common obstacles to change, such as employee defensiveness.

**Duration:** 4 hours

### Purpose

Utilize techniques to address recurring performance issues, guide individuals towards improvement, and foster self-motivation and accountability for long-lasting outcomes.

### Learning Outcomes

- To identify common reasons why leaders delay conversations to correct performance.
  - To describe the consequences a delay has on addressing performance issues.
  - To identify performance situations that warrant corrective action.
  - To prepare for critical components of performance-improvement conversations.
  - To conduct focused, collaborative performance conversations that generate improved results.
  - To respond constructively to defensive employee behaviors.
- 

## Creating Clarity and Focus

This program is aimed at mid-level and senior leaders who need to link their workgroups' contributions to the company's strategic objectives.

**Duration:** 4 hours

### Purpose

Enable more effective implementation of organizational strategy and initiatives in business units by enabling leaders to provide direction and meaning for employees' work by linking it to the larger organizational purpose and strategy.

### Learning Outcomes

- To describe the organization's strategy and its links to the work of your team
- To identify actions you can take to strengthen your team's contribution to the strategy.
- To communicate a compelling, credible story about your team's contributions to the organization's strategy.
- To create and test critical team outcomes to drive business results.
- To clarify and build commitment to individual performance expectations.
- To manage the expectations of others who influence your agenda.
- To adapt plans as conditions change.



## Delegating for Shared Success™

In today's fast-paced world, businesses strive to become the preferred employers that attract the best talents. They are looking for enthusiastic, knowledgeable, and highly skilled workers who can be groomed as future leaders. At the same time, employees are looking for challenging and meaningful work, growth opportunities, and some degree of autonomy over their work. Effective delegation can be a win-win solution for both parties. Delegation is not just about getting more work done quickly; it presents a chance for mutual success, where organizations, managers, and employees can thrive together.

**Duration:** 4 hours

### Purpose

Through strategies for to-the-point planning, two-way conversations, and follow-up, learn to delegate in a way that builds ownership while providing the development experiences employees want.

### Learning Outcomes

- To identify reasons why they might not delegate as often as you could and what to do about it.
- To align delegated tasks and assignments with the most appropriate people to complete them.
- To demonstrate steps for an effective delegation conversation.
- To identify follow-up actions to facilitate employee progress, and growth, and ensure results.

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## Developing Team Agility: Day-to-Day Tools™

This program is designed to assist leaders in fostering team cohesion and adaptability. The program provides leaders with strategies and skills to clarify team roles, provide learning opportunities, and keep their teams informed of organizational strategies and priorities. By utilizing these tools, leaders can enable their teams to act as a cohesive unit and respond quickly and flexibly to changing conditions.

**Duration:** 4 hours

### Purpose

Use strategies and tools to clarify how teams can better work together, provide learning opportunities, and keep teams fully informed.

### Learning Outcomes

- To develop team agility through day-to-day behaviors and actions.
- To focus on team effort and energy. Help team members quickly gain new skills and knowledge.
- To help the team stay current on the information needed to produce results.

## Dilemma Management

This program helps leaders and teams to deal with complex business issues where there is no definitive answer or solution. This process involves involving stakeholders in collaborative discussions to explore opposing positions or points of view on the issue. By doing so, the advantages and disadvantages of each position are identified, and a strategy is developed that maximizes the benefits and minimizes the drawbacks of both viewpoints. This program allows leaders and teams to make informed decisions that are better suited to their business goals.

**Duration:** 4 hours

### Purpose

Enable leaders to use a dilemma management process to analyze complex business problems and develop strategies that optimize business results.

### Learning Outcomes

- To understand the dynamics of leadership dilemmas and why it is so important to manage them.
- To differentiate a problem from a dilemma.
- To identify and analyze dilemmas.
- To develop strategies for managing dilemmas.
- To lead team members, work groups, and other stakeholders in using the dilemma-management process.

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## Establishing Credibility

Leaders with a high degree of personal credibility that inspires commitment and high performance. Without credibility, which is the foundation of leadership effectiveness, an individual leader cannot lead or manage effectively.

**Duration:** 8 hours

### Purpose

Use skills to plan and demonstrate behavior that builds credibility with others.

### Learning Outcomes

- To build credibility with others.
- To generate trust through increasing reliability.
- To gain respect through expanding competence and the ability to communicate it. Gain loyalty through actively demonstrating concern for others.
- To persevere in the face of obstacles and setbacks.



## Generations in the Workplace: Leveraging Workplace Diversity

It's time to dispel the myths and leverage the unique strengths, talents, and experiences of individuals, irrespective of their age.

**Duration:** 4 hours

### Purpose

Leveraging on age diversity can reduce conflict and promote inter-generational collaboration, resulting in improved collaboration, reduced tension, and greater bottom-line results.

### Learning Outcomes

- To describe the negative consequences of age stereotypes.
  - To avoid projecting age stereotypes on others.
  - To describe common workplace needs across age groups.
  - To treat others as individuals, regardless of their age.
  - To leverage the talents and experience of others, regardless of their age.
- 

## Giving Needs-Based Feedback™

This program provides leaders with the process and skills to give feedback in a way that motivates employees to take ownership of their growth and development. Leaders learn how to structure and communicate feedback that internally motivates them by satisfying their psychological needs for competence, relatedness, and autonomy.

**Duration:** 4 hours

### Purpose

Give feedback that supports employees' internal motivation to deliver organizational results.

### Learning Outcomes

- To plan and facilitate effective feedback conversations, both face-to-face, and voice-to-voice.
- To support employees' internal motivation to achieve business results.
- To improve performance by helping employees find personal benefits in organizational structure and self-generated solutions.
- To receive feedback in ways that promote improved performance and maintain constructive relationships.



## Identifying Work Priorities and Setting Verifiable Goals: Individual Contributor

Leaders and emerging leaders who prioritize their work according to desired results, formulate clear goals, and use objective terms that verify success.

**Duration:** 4 hours

### **Purpose**

Determine how to prioritize work based on the key results that the organization aims to achieve. Formulate clear, verifiable goals with high payoffs.

### **Learning Outcomes**

- To rank work responsibilities based on their organizational contributions.
- To with their managers' guidance, identify work priorities.
- To translate high-priority responsibilities into verifiable goals.
- To communicate with others about priorities and goals

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## Identifying Work Priorities and Setting Verifiable Goals: Managers Version

Leaders and emerging leaders who prioritize their work according to desired results, formulate clear goals, and use objective terms that verify success.

**Duration:** 4 hours

### **Purpose**

Determine clear, verifiable goals to prioritize work aligned with key results.

### **Learning Outcomes**

- To rank work responsibilities based on their organizational contributions.
- To use the Key Actions to help themselves and others identify work priorities.
- To describe ways to use goal setting as a leadership tool.
- To use the Key Actions to help themselves and others set verifiable goals.
- To communicate with others about priorities and goals.



## Influencing Outcomes Through Others

This program is designed to help leaders improve their ability to present and discuss their ideas, proposals, and requests effectively, in order to achieve the outcomes they desire. Through this program, leaders will learn a step-by-step process and essential skills to communicate clear, concise, and compelling messages. They will also learn to engage in active dialogue, collaboration, and engagement with others, which will help them to influence outcomes and achieve success.

**Duration:** 4 hours

### Purpose

Improve their ability to prepare and communicate in ways that persuade and inspire others to act differently.

### Learning Outcomes

- To describe what “influence” is and why it’s important.
- To frame ideas, proposals, and requests from the listener’s perspective.
- To apply a range of strategies to ensure that spoken messages are compelling and easy to understand.
- To build support and buy-in by encouraging an exchange of ideas, opinions, and concerns. Develop collaborative plans to move forward.
- To apply influencing skills to one-on-one, group, live, and virtual settings.

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## Leading Change

This develops leaders' capabilities to manage multiple aspects of organizational change including deploying strategies to help themselves and others adapt to the need for constant change, communicating authentically to engage people and build commitment to change, and planning and managing the lifecycle of a large-scale change initiative to successful completion.

**Duration:** 16 hours

### Purpose

Accelerate change efforts through the strategy execution life cycle, manage multiple initiatives, and adapt to constant change while successfully driving results.

### Learning Outcomes

- To sustain high performance under turbulent conditions by improving their personal adaptability to change.
- To develop collaborative plans that align and engage teams.
- To successfully implement a change initiative through all phases of the execution life cycle.
- To develop and maintain a broad base of commitment and support for new strategies, initiatives, and programs.



## Leading Innovation: From Concept to Value

In today's economy, business leaders feel pressure on all fronts. To meet these and other challenges, organizations now recognize that process improvement, downsizing, and similar initiatives aren't enough. What's the alternative? Today, growth and success depend on innovation.

This program gives leaders at all levels the research-based framework, best practices, and tools to drive innovation results in their organizations.

**Duration:** 8 hours

### Purpose

Enable leaders to support and generate innovation among their teams and to execute the right innovative ideas.

### Learning Outcomes

- To describe the traits of an innovative organization.
  - To create an environment in which innovation thrives.
  - To generate innovative ideas among their teams by leveraging a mix of creative views and experience and by helping others break habits that stifle innovation.
  - To shape and select innovative ideas through wisely chosen criteria and processes.
  - To make innovations a reality through executing innovation and addressing challenges that arise in executing innovations.
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## Leading Through Transitions

When a manager transitions to a new role or position, it affects not only the manager but also the entire team and the people who interact with them in the organization. Shockingly, up to 50 percent of transitioning managers fail within the first 18 months, a fact that has been widely discussed in the popular leadership media. However, it is important to note that this is just the beginning of the transition process.

**Duration:** 8 hours

### Purpose

Minimize the negative effects of leadership transitions on leaders and their teams and improve their ability to deliver results quickly during these periods.

### Learning Outcomes

- To deliver rapid results during times of common leadership transitions.
- To quickly recognize their business context and respond appropriately to it.
- To create alignment with their team and manager.
- To gain support from key individuals who will help drive success.
- To enable their team to respond to transitions with speed and agility.



## Leading For Resilience

In today's rapidly changing world, people are experiencing a lot of difficulties. From entry-level positions to C-suite executives, employees are feeling overwhelmed with change fatigue, confusion, and constant stress because things that were once clear are now uncertain. Accomplishing tasks is becoming more difficult and risky as work becomes more complex. In most workplaces, change is the norm, and we are struggling to adapt to the new environment and find ways to thrive.

**Duration:** 9-16 hours

### Purpose

Enable leaders to perform more effectively in an environment of constant change and uncertainty, and communicate with others about success.

### Learning Outcomes

- To build strong and trust-based environments.
- To leverage stress by engaging teams in root-cause discovery, experimentation, and supporting a “fail forward” approach.
- To take a team-centric approach to supporting adaptive responses to constant change and uncertainty.
- To use a dynamic approach to setting expectations through ongoing dialogue about what success looks like as conditions change.

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## Leading with Influence

This program helps leaders achieve their goals by effectively leading and influencing people over whom they have no direct authority. It provides frameworks and skills to enable leaders to build strong strategic networks and collaborative relationships across organizational boundaries, allowing them to lead with influence and achieve their objectives effectively.

**Duration:** 16 hours

### Purpose

Learn to lead effectively in today's matrixed and collaborative environment without direct or positional authority, by using essential strategies and skills for non-positional leadership.

### Learning Outcomes

- To improve their ability to achieve business priorities using non-positional leadership.
- To create a portfolio of strategic influence relationships.
- To build clarity and accountability, and limit unproductive conflict with people they rely on to achieve their objectives.
- To sustain and enhance their influence relationships. Improve their influence.



## Leading Virtually: A Framework for Success

To successfully manage a virtual team, it's important to establish a clear framework for achieving goals, promoting open communication and information exchange, and providing ongoing coaching. Studies on virtual teams and their leaders suggest that many problems arise due to inadequate planning or poor communication that doesn't encourage discussion.

**Duration:** 4 hours

### Purpose

Enables you to build the group cohesion and individual commitment necessary for the success of a virtual team.

### Learning Outcomes

- To provide clear focus and guidelines that will promote group cohesion.
  - To leverage communication skills and technology in ways that enhance individual commitment.
  - To encourage collaboration among people from diverse work groups.
  - To apply leadership practices to effectively lead a dispersed work team
- 

## Making Collaborative Decisions

This program is designed to assist leaders and team leaders in managing decision-making discussions within a group setting. With an easy-to-use framework and a set of valuable techniques, this program helps leaders determine whether collaboration is necessary, form an effective decision-making team, apply various decision-making tools, and avoid common challenges in group decision-making.

**Duration:** 4 hours

### Purpose

Prepare leaders to plan and guide group collaboration that results in sound business decisions.

### Learning Outcomes

- To identify decisions that require collaboration.
- To follow a proven process for making collaborative decisions.
- To identify the right people to generate options and select the best option.
- To frame the decision to focus on thinking and collaboration.
- To use practical decision-making tools.
- To manage challenging team behaviors to keep decision meetings on track.



## Managing Your Priorities

This program is designed to help managers and individual contributors improve their skills and strategies in order to maintain focus, handle requests, and achieve the required results in today's fast-paced work environment with constantly changing priorities. This program goes beyond traditional time management and teaches people how to sustain their energy and focus, as well as how to effectively communicate to manage and meet expectations on a daily basis.

**Duration:** 4 hours

### Purpose

Develop the necessary awareness and skills to make informed decisions about work. Acquire techniques that can help you handle complex interpersonal interactions, build robust professional relationships, and improve your overall productivity. This is especially important in an environment where changing priorities are a daily occurrence.

### Learning Outcomes

- To identify their top priorities.
- To assess their current success in sustaining focus.
- To utilize practical strategies to attain focus and achieve their priorities.
- To effectively manage requests from colleagues.
- To gather the information they need to respond intelligently to a request.
- To negotiate the terms of requests so they say “yes” more often.
- To ask for help or advice. Say “no” gracefully, when necessary.

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## Offering Rewards and Recognition™

This program helps leaders enhance their skills in utilizing rewards and recognition methods that align with employees' intrinsic needs for autonomy, relatedness, and competence. Leaders are taught to avoid using incentives that impose a sense of threat or punishment and instead use a straightforward approach and techniques for providing rewards and recognition that contribute to better employee engagement, performance, and outcomes.

**Duration:** 4 hours

### Purpose

Learn to offer rewards and recognition that support competence, strengthen relationships, and encourage internal motivation in others.

### Learning Outcomes

- To offer rewards that foster employee motivation.
- To offer spoken and written recognition that supports employee motivation.
- To sustain motivation by helping employees identify their contributions.
- To encourage collaborative effort by recognizing team performance.



## Planning for Performance Discussions™

The current work environment is marked by heavier workloads, diverse tasks, and conflicting responsibilities. To be successful, employees must know how to prioritize their tasks and set achievable goals that can be measured and confirmed. As a performance leader, you have the responsibility to direct and shape the performance of others in order to ensure that the organization continues to progress in the right direction.

**Duration:** 4 hours

### Purpose

Learn a framework to establish mutual expectations, address performance issues, and respond to new developments to increase productivity, collaboration, and achieve critical goals.

### Learning Outcomes

- To describe the role of the performance leader.
- To explain to individuals how their work supports the organization's goals.
- To demonstrate a set of key actions for performance planning.
- To create measurable, objective goals using specific criteria.
- To recognize the challenges individuals might have in achieving their goals, and develop strategies to overcome these challenges.
- To prepare for focused performance management conversations to address expectation setting, poor performance, and performance appraisals.



## Problem-Solving Results™: Solutions, Improvements, and Innovations

In the past, an individual could solve problems with a little research, a few questions, and a decision. However, this approach may not always work for complex problems that involve multiple departments, points of view, and sources of relevant information. To tackle such problems, it's essential to leverage the experience and expertise of other people. By applying a shared process and addressing the needs of the people involved, you can close the gap between "what is" and "what's expected," and achieve the desired results.

**Duration:** 16 hours

### Purpose

Follow a clear process to facilitate the collaboration of intact and ad hoc teams to identify and implement solutions to complex problems.

### Learning Outcomes

- To achieve results through problem-solving.
  - To solve problems with their team through a blended approach to process and people.
  - To create a problem-solving culture.
  - To incorporate four types of problem-solving thinking into problem-solving efforts.
  - To quantify the gap between the current state and the desired state.
  - To identify and verify probable causes of problems.
  - To generate a variety of innovative solutions to choose from.
  - To develop effective decision-making guidelines.
  - To gain group consensus on a solution.
  - To support implementation success.
- 

## Profiles in Genuine Leadership

What makes a leader genuine? Participants reflect on leadership issues related to their performance and link them to best practices.

**Duration:** 4 hours

### Purpose

Assess your ability and plan actions to meet the leadership demands of a complex environment.

### Learning Outcomes

- To describe the unique challenges they face in their organization.
- To describe six key areas of action for effective leaders today.
- To identify their strengths and liabilities as a leader.
- To plan ways to apply their strengths and reduce their liabilities.
- To apply selected leadership practices to address their key leadership challenges.



## Realizing Talent in Others™

This program focuses on identifying and leveraging the latent talents and existing skills of employees. This approach helps leaders match an employee's natural need to demonstrate competence with the organization's need to succeed. By developing others to their fullest potential, leaders can turn these talents into capabilities, which is essential for long-term organizational success. Therefore, investing in the growth and development of employees is a leader's most important work.

**Duration:** 4 hours

### Purpose

Learn a collaborative process and skills to develop capabilities in others that meet the motivational needs of each individual and match the needs of the organization to optimize results.

### Learning Outcomes

- To recognize the psychological needs of individuals, and incorporate leadership behaviors to support them.
  - To uncover high-impact development opportunities that tap into employees' internal motivation.
  - To link employee-development activities to business goals and objectives.
  - To collaborate on development plans that boost employee interest and activate productivity.
  - To unleash and leverage individual capabilities to achieve work-group/organizational results.
- 

## Resolving Conflict with your Peers

This program distinguishes between constructive conflict—a conflict that unleashes creativity and innovative thinking and promotes growth and learning—and unproductive conflict—a destructive force that erodes trust and undermines relationships and productivity. This program provides individuals with a process and skills to transform unproductive conflict into productive discussions.

**Duration:** 4 hours

### Purpose

Use a process to resolve conflict with peers that encourages shared solutions and builds constructive relationships.

### Learning Outcomes

- To reduce the impact that conflict has on productivity and work relationships. Get a clear picture of the causes behind a conflict.
- To prepare to address conflict with a resolution mindset.
- To talk through a conflict situation objectively and non-defensively.
- To develop first steps and trial solutions to begin to resolve a conflict.
- To follow through to keep momentum toward a solution.



## Shaping a Motivational Workplace™

This program helps leaders identify and appeal to three fundamental psychological needs of their team members - competence, relatedness, and autonomy. By understanding and fulfilling these needs, leaders can connect better with their team members and motivate them to achieve their goals.

**Duration:** 4 hours

### Purpose

Learn and apply three key practices that promotes an environment that motivates and inspires superior performance by helping employees satisfy their basic psychological needs.

### Learning Outcomes

- To recognize and leverage three basic needs in the workplace.
- To create an environment that supports need satisfaction.
- To adopt the employee's perspective to build stronger working relationships.
- To communicate with employees without pre-judgment, in an informational way.
- To increase engagement by generating opportunities for employee choice in meeting business objectives.
- To facilitate enhanced motivation and results.

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## The Hallmarks of Supervisory Success™

Good supervision is crucial for successful business. Whether you're a vice president or a front-line supervisor, you have to handle strategy, make customers happy, and achieve results. Skillful supervision positively affects you, your team, and the business. Moving into a new supervisory role may feel like juggling in a circus – you need to focus on many things at once.

**Duration:** 4 hours

### Purpose

Explore and apply the three Hallmarks of Supervisory Success to help you assume new responsibilities, improve your ability to supervise the work of others, and maintain the necessary balance in your role.

### Learning Outcomes

- To manage the transition to a supervisory role.
- To outline actions required to build credibility.
- To identify strategies to tap into the commitment of others.
- To create a clear connection between departmental and organizational goals to increase work-group commitment.
- To plan for conversations with managers that build constructive relationships and gain their support.



## Analytic Trouble Shooting

This program by observing and collaborating with adept problem solvers. We analyzed their initial and subsequent actions and documented the questions they posed when identifying the cause of a problem. ATS encapsulates the methods employed by skilled troubleshooters. It introduces new tools to enhance your troubleshooting capabilities. The approach provides a step-by-step method to unravel complex problems, identify their root causes, and implement lasting solutions. Whether you're a novice troubleshooter or an experienced professional, ATS equips your toolbox with powerful resources. It has proven effective for troubleshooters worldwide.

**Duration:** 24 hours

### Purpose

Become an expert troubleshooter.

### Learning Outcomes

- To define a problem scope through setting up a simple, clear problem statement and then use Become a better troubleshooter.
- To differentiate between types of problems, and ask probing questions to gather pertinent information.
- To define a problem scope through setting up a simple, clear problem statement and then use four key categories of information to precisely describe the problem.
- To identify the problem using Kepner-Tregoe's unique approach of comparing items that do not have the problem to those that do, use clues to identify specific changes that caused the problem.
- To create and test hypotheses about possible causes to eliminate ones that don't support known facts.
- To confirm the true cause before taking action to fix it.
- To select a fix and then think beyond it to avoid future problems. Balance risks before fixing a problem.
- To balance risks before fixing a problem.



## Problem Analysis

This program focuses on the step-by-step process of finding the root cause to a problem. Hone your skills through several case studies and an on-the-job application to make an impact back at work.

**Duration:** 8 hours

### Purpose

Find root cause to problems faster.

### Learning Outcomes

- To define a problem scope through setting up a simple, clear problem statement and then use four key categories of information to precisely describe the problem.
- To identify the problem using Kepner-Tregoe's unique approach of comparing items that do not have the problem to those that do, use clues to identify specific changes that caused the problem.
- To create and test hypotheses about possible causes to eliminate ones that don't support known facts.
- To confirm the true cause before taking action to fix it.



## Problem Solving and Decision Making

When faced with a problem or decision, you need the right answer—and fast. For more than 60 years, KT's Problem Solving & Decision Making workshops have been helping teams and individuals globally to find the root cause of problems faster, make better decisions, manage risk, and prioritize what to work on first. KT's instructors will ensure you're ready to use these skills back on the job to make an impact where you work.

**Duration:** 16-24 hours

### **Purpose**

Be confident in solving problems faster.

### **Learning Outcomes**

- To create a clear and complete list of all the issues related to a particular situation.
- To use three criteria to put the list in priority order, so action can be taken on the right thing at the right time.
- To plan appropriate action for each concern and assign involvement to ensure the best outcome communicate priorities and ownership easily.
- To define a problem scope through setting up a simple, clear problem statement and then use four key categories of information to precisely describe the problem.
- To identify the problem using Kepner-Tregoe's unique approach of comparing items that do not have the problem to those that do, use clues to identify specific changes that caused the problem.
- To create and test hypotheses about possible causes to eliminate ones that don't support known facts.
- To confirm the true cause before taking action to fix it.
- To identify criteria that will be used to evaluate choices, including clear measures of success.
- To understand which criteria are mandatory and which are not, and how much influence non-mandatory criteria will have.
- To use simple-but-robust techniques for comparing performance of alternatives.
- To consider risks associated with decision alternatives.
- To identify and prevent possible causes for each potential problem.
- To prepare actions to minimize effects if problems happen along with triggers to ensure those actions happen only when needed.



# Project Management

Every member of a project team contributes to the success—or failure—of a project. That's why KT's Project Management addresses the skills and responsibilities needed from the basic contributor to the person directly responsible for project results. Our workshops offer a practical, time-tested project management approach designed to scale across a variety of project types. Based on KT Clear Thinking skills, and far more powerful than checklists or standalone software, our approach can be applied to any type of project, regardless of size and scope.

**Duration:** 16-24 hours

## Purpose

Deliver projects on time, within budget, with the expected quality, while engaging your project team.

## Learning Outcomes

- To understand the lifecycle of a project and roles in a project.
- To gain insight into the difference between technical project skills and valuable 'people skills'.
- To ensure that the goals, scope, and resources of the project are clearly understood.
- To communicate the desired end result, budget, and completion date in a simple, clear project statement.
- To contribute to the list of criteria that will be used to guide the project and measure its success.
- To clarify tasks to be included in the project and recommend how to organize it efficiently.
- To identify the knowledge, skills, physical, and monetary resources needed for specific tasks.
- To help assess costs and benefits within project tasks.
- To clarify your work assignments and responsibilities.
- To assess task sequence to ensure work can be done in a logical order.
- To understand the impact of resource availability on the project.
- To contribute to risk assessments and help establish plans to deal with known risks.
- To utilize questioning and listening strategies to get the best ideas and complete information.
- To examine what is required to provide needed outputs and proactively work for optimal results.
- To help get the project going quickly, and stay on track.
- To assess progress against the plan.
- To work with others to determine appropriate actions if issues come up.
- To analyze project results and contribute to recording lessons learned.



# Communispond™

## Creating Memorable Presentations Anywhere™

The decline in attention spans, especially in the era of virtual presentations, emphasizes the need for presentations that leave a lasting impact. A memorable presentation not only reflects the creator's clear thinking and organizational skills but also provides a competitive advantage to individuals proficient in crafting compelling visual materials.

**Duration:** 8 hours

### Purpose

Plan and develop more concise and compelling visuals for presentations.

### Learning Outcomes

- To gather, organize, and create persuasive visuals.
  - To adjust content and flow for various audiences.
  - To tell a business story.
  - To plan for dialogue during presentations.
  - To build better visuals.
  - To prepare for a brief that is concise and compelling.
- 

## Delivering Memorable Presentations Anywhere™

In a virtual presentation, the presenter's eyes, hands, posture, and voice play crucial roles in shaping the audience's perception. Mastery of these elements not only distinguishes a presenter but also offers a competitive edge over those who overlook them. Throughout the program, participants are instructed in these techniques multiple times, ensuring they leave with increased confidence and noticeable improvement.

**Duration:** 8 hours

### Purpose

Develop excellent physical delivery skills.

### Learning Outcomes

- To deliver with impact using using the vocals and body language Control nervousness while presenting.
- To show visuals with fluidity and clarity.
- To field questions confidently and manage challenging questions.



## Virtual Meeting Skills™

The success of an organization is closely tied to the effectiveness and productivity of its meetings. In an era where an increasing number of meetings occur virtually, involving participants joining through phone calls, video conferencing applications, screen sharing, and more, challenges arise. Virtual meetings are frequently viewed less favorably than face-to-face gatherings, often leading to perceptions of reduced collaboration, engagement, and productivity.

**Duration:** 4 hours

### Purpose

Plan and lead more engaging and effective virtual meetings

### Learning Outcomes

- To identify the skills that differential virtual meetings from face-to-face.
- To decide if virtual meetings should be held.
- To plan for virtual meetings using a simple checklist. Start strong and encourage participation.
- To use strategy in asking questions.
- To manage meeting time.
- To wrap up deliberately.

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## Delivering Memorable Presentations™

This program helps participants improve their physical delivery skills, such as eye contact, vocal energy, and gestures. It also teaches techniques for presenting with visuals and managing audience questions.

**Duration:** 8 hours

### Purpose

Enhance physical delivery skills to convey ideas in a stronger and more compelling way.

### Learning Outcomes

- To reduce nervousness and stress when speaking in public.
- To have confidence when handling audience questions.
- To demonstrate skills and competence whenever they present.



## Executive Presentation Skills®

This program equips participants with the skills and confidence to deliver compelling presentations to both small and large audiences. They will learn effective techniques for organizing presentations persuasively.

**Duration:** 16 hours

### Purpose

Empower professionals to step-up and achieve more with their newfound skills that will definitely boost their credibility and enhance their relationships, inside and outside the organization.

### Learning Outcomes

- To be focused, deliver engaging presentations that promote business results.
  - To have a surge of confidence as associates apply their organizational and presenting skills – and the wider business impact of that confidence.
  - To deliver a consistent presentation approach that clarifies messages inside the organization and for customers.
  - To have an increased individual impact that brings strategic and practical benefits for the business.
  - To improve morale and reduced turnover as associates apply new skills and achieve new standing in the organization.
- 

## Virtual Presentation Skills™

In today's world, nearly everyone has experienced a web-based presentation. Those who possess the ability to present effectively in a virtual environment hold a significant competitive edge over those who don't. Capturing and maintaining an audience's interest without face-to-face interaction isn't magic; it's a set of skills that we can teach you.

**Duration:** 8 hours

### Purpose

Be confident, compelling, and convincing in presenting virtually.

### Learning Outcomes

- To maintain audience attention.
- To speak with confidence.
- To move your audience to action.
- To think clearly on your feet.
- To gesture with purpose.
- To utilize available platform tools.
- To present visuals effectively in a virtual environment.
- To organize and deliver a presentation that gains buy-in from decision-makers.
- To handle audience questions with skill and poise.



## Socratic Selling Skills®

This program teaches participants to employ specific dialogue skills at every critical point in the sales process, providing the confidence to navigate any sales situation to a successful conclusion.

**Duration:** 16 hours

### **Purpose**

Focus every interaction with customers to learn more about their needs.

### **Learning Outcomes**

- To ask the right questions and listen to the answers.
- To plan a sales call.
- To open a dialogue.
- To uncover your customer's needs.
- To handle objections.
- To resolve issues standing in the way of a sale.
- To close and solidify business relationships.



## Professional Selling Skills®

This program reflects the skills used by world-class sales professionals to help customers succeed, including understanding customer needs and consistently developing solutions that deliver results. A research-based program, Professional Selling Skills® teaches customer interaction skills that enable participants to lead mutually beneficial sales conversations with customers—even those who are indifferent or express concerns.

**Duration:** 16 hours

### Objectives

- Start sales calls in a positive, customer-focused manner.
- Ensure time spent on a sales call is beneficial to the salesperson and the customer.
- Promote an open exchange of information throughout the sales process.
- Ask effective questions that develop a clear, complete, mutual understanding of customer needs.
- Talk about products and services in a way that is meaningful and compelling to customers.
- Create awareness of needs with a customer who is satisfied with his or her current situation.
- Respond to customer concerns openly and effectively.
- Close sales calls with mutually beneficial commitments that are appropriate and clear, and that move the sale and the customer relationship forward.

### Skills

- Build rapport
- Close effectively
- Customer-focused approach
- Diagnose needs with questions
- Effectively present solutions
- Initiate compelling sales conversations
- Manage buyer indifference
- Manage resistance
- Pre-call preparation
- Question strategically
- Understand buying influencer needs
- Understand customer needs



## Strategic Selling® with Perspective

For over 40 years, this program has empowered sellers to secure deals more efficiently. With the incorporation of this program stands out as the most robust selling process available. In a world of rapidly changing buyer expectations, your selling teams need to strategically offer insight and value through Perspective. This creates a path for your strategy to drive action in complex sales cycles.

**Duration:** 16 hours

### Objectives

- Apply the Win fast/Lose fast criteria to sales opportunities.
- Align the selling process steps to the customer's buying process steps.
- Optimize selling time.
- Allocate adequate time to keeping the sales funnel healthy.
- List appropriate actions that minimize or eliminate Red Flags.
- Describe actions to leverage strengths in a sale opportunity.
- Define the specifics of the sales.
- Uncover information about all players involved in a buying decision.
- Find appropriate ways to provide perspective to each player in a sale.
- Identify and develop Coaches.
- Identify the competitive alternatives at play.
- Overcome challenges to reaching and building credibility with key players.
- Synthesize key collected information into a set of possible actions to move the sale forward.

### Skills

- Customer-focused approach
- Effectively presents solutions
- Expands the service
- Knows the buying influences
- Maintain the relationship
- Negotiate strategically/tactically
- Pre-call preparation
- Prospecting
- Qualifying
- Strategic planning and analysis
- Understand buying influencer needs
- Understand customer needs
- Understand issues/motivations



## Conceptual Selling<sup>®</sup> with Perspective

Every interaction with a customer is too important to leave to chance. This program helps salespeople better prepare for their time with customers. Understanding your customer's perspective is a key ingredient in moving deals forward, resulting in more purposeful meetings and win-win outcomes. This program provides a simple, repeatable structure essential for anyone interacting with customers.

**Duration:** 16 hours

### Objectives

- Plan for every customer interaction to ensure productive use of seller's and customer's time.
- Find appropriate ways to provide perspective to each player in a sale.
- Conclude every meeting with clear actions for both sides to ensure the opportunity continues to move forward.
- Ask questions that will uncover critical information.
- Add discipline to customer meetings so they are client focused.
- Identify and align the selling process with where customers are in their buying process.
- Identify where to best allocate resources, including their time, for customer meetings.
- Ensure the sales process is moving forward with every customer interaction.
- Unify the sales team by enabling consistent best practice behaviors.

### Skills

- Builds rapport
- Close effectively
- Customer-focused approach
- Diagnose needs with questions
- Effectively presents solutions
- Initiate compelling sales conversations
- Knows the buying influences
- Maintain the relationship
- Manage resistance
- Pre-call preparation
- Question strategically
- Strategic planning and analysis
- Understand buying influencer needs
- Understand customer needs
- Understand issues/motivations
- Understand the buying process



# Channel Management

Effective channel partner management is a critical element in ensuring a successful go-to-market strategy and long-term sales performance. This program's training equips partner management teams with the essential skills, knowledge, processes, and best practices to enhance channel sales performance and profitability.

This program comes with its own set of challenges — reduced control, longer timeframes, and often poor partner management processes and metrics to predict success. Execution is the key to success for any enterprise; however, professionals can only be expected to succeed in roles where they possess the appropriate skills, knowledge, and tools. Korn Ferry addresses these obstacles head-on, helping organizations provide structure to the sophisticated role channel managers fulfill.

## Core Channel Management Programs

### Achieving Channel Leverage

A foundational, best practice program that is essential for channel managers, direct sellers and other roles that require collaboration with partners and end-user customers. Achieving Channel Leverage helps create shared alignment across a company's sales teams on both the value and best practices associated with maintaining a healthy channel relationship.

### Influencing Partnership Outcomes

This workshop is designed to assist channel managers in developing the perspectives, strategies and skills necessary to influence partner business investments, behaviors and relationships that drive mutually beneficial outcomes. Distinct from direct sales, selling through partners requires a different approach to be effective—one that focuses on understanding and influencing partner priorities to capture more significant mindshare and competitive preference.

### Effective Partner Planning

Partner planning guides the creation and management of partnership plans in a structured, repeatable manner that focuses resources on areas of highest business return for all parties involved. According to Korn Ferry-Miller Heiman Group's channel competency studies, partner productivity improved by more than 120% when channel managers can develop and manage effective partner plans. However, less than 40% of study respondents agreed or strongly agreed that channel sales professionals could create an overall strategy for their partners. Effective Partner Planning is specifically designed to bridge this gap.



## Achieving Channel Leverage

This program is an introductory channels program designed for direct sales or channel salespeople seeking collaboration with partners to enhance success for themselves, their end-user customers, and their partners. This program accelerates the performance curve for individuals who are new to channel sales or collaboration, especially those with a strong background in direct sales or product specialization. This day-in-the-life program provides participants with a foundational understanding of key best practices to more effectively leverage partner performance. It aims to create a level-set across a company's sales teams on both the value and best practices associated with maintaining a healthy channel.

**Duration:** 8 hours

### Objectives

- Review foundational channel concepts, including channel economics, channel management issues, and strategies that change partner outcomes.
- Understand the importance of Market Mapping, which highlights selecting priority market segments, provides insights on market and channel transitions, and explores partner coverage mapping.
- Learn how to define a company's whole product solution from an end-user perspective, assigning channel roles and responsibilities, and the impact of product importance level.
- Understand best practices in the partner selection process in building channel capacity, the importance of proactive screening and recruitment, and the top 10 partner questions.
- Learn best practices in channel enablement and territory productivity based on partner classification.
- Review the keys to driving sales productivity and the importance of clarity around sales roles and responsibilities.
- Understand how to minimize channel conflict through rules of engagement and focusing on key predictive metrics.

### Skills

- Work effectively with indirect channels
- Help create best practices across channel sales teams
- Understand how to more effectively leverage partner performance
- Create greater alignment across a vendor's organization and with their partners' sales teams



## Influencing Partnership Outcomes

This program is designed to assist channel managers in developing the skills and insights necessary to influence partner business investments, behaviors, and relationships that drive mutual business success. Distinct from direct sales, selling through partners requires a different approach to be effective—one that focuses on understanding and influencing partner priorities to capture greater mindshare and competitive preference.

**Duration:** 16 hours

### Objectives

- Increase partner awareness of the need to change.
- Differentiate your organization in the minds of current and prospective partners.
- Reduce the time and investment required to influence partners toward mutually beneficial business outcomes.
- Secure partner commitments and investments necessary to achieve revenue results.
- Develop partner-specific influence strategies based on a vendor's unique value differentiators.

### Skills

- Consider the key elements partner executives' value from their channel account manager
- Identify partner change objectives to pursue with a selected partner
- Categorize partners based on their willingness to invest in partnership
- Learn multiple strategies for influencing partnership outcomes
- Utilize effective questioning and listening to build trusted business relationships
- Raise partner awareness of the need to change



## Effective Partner Planning

This program guides the creation and management of partnership plans, focusing limited resources on areas of the highest business return for all parties. According to channel competency studies conducted by Miller Heiman Group, partner productivity improved by more than 120 percent when channel managers could develop and manage effective partner plans. Yet, less than 40 percent of study respondents agreed that channel sales professionals could create an overall strategy for their partners. This program was designed to bridge this gap.

**Duration:** 16 hours

### Objectives

- Identify joint revenue growth opportunities.
- Qualify partner capability and potential.
- Understand how partner business decisions are made.
- Create (SMART) objectives and joint action plans.
- Identify and secure critical resources.
- Articulate the partnership's competitive advantage to end-user customers.
- Organize the partnership to run smoothly and efficiently.
- Building trust and driving partner investment.

### Skills

- The planning process and keys to plan commitment
- Profiling a partner's business strategy
- Understanding a partner's target markets and solutions
- Evaluating the partner's skills, expertise and fit
- Understanding the partner's organizational structure
- Identifying joint-partnership revenue growth and non-revenue objectives
- Ongoing plan management
- Tactical action plans for each objective
- Relationship management



## Service Ready Core

This program comprises five sub-modules focused on equipping teams with the skills, methodology, and processes to ensure exceptional interactions at every touchpoint along the customer journey. The professional development programs within Service Ready scale across your teams, engaging the modern learner and driving improved CSAT, NPS, and other success metrics that propel your business forward.

**Duration:** 20 hours

### Key Content

#### Building Customer Loyalty

- Four key customer expectations
- Defining Moments
- Measures of success
- Emotional energy

#### Mastering Conversation Essentials

- Four parts of a customer-focused conversation
- Delivering unwelcome news
- Mastering the art of high-value conversations

#### Strengthening Customer Connections

- Guidelines for exceeding a customer's needs
- Projecting willingness to help
- Choosing positive language

#### Navigating Challenging Situations

- Listening non-defensively
- Eight defusing skills
- Selective Agreement
- Five resolving skills

#### Exploring Digital Communications

- Creating successful digital communications
- Projecting a professional tone
- Analyzing social media: Case Studies



## Service Ready Core: Building Customer Loyalty

In this program, participants learn information and skills that help them make every customer interaction a positive experience, leaving customers feeling understood, appreciated, and confident in the organization. These positive feelings increase customer loyalty, bring value to both the customer and the organization, and enable participants to build long-term, personalized customer connections.

**Duration:** 4 hours

### Objectives

- Effectively describe the customer experience and its meaning for both you and the organization.
- Explain customer experience metrics and the benefits of measuring customer loyalty.
- Recognize your importance in building customer loyalty.
- Identify key defining moments in customer interactions.
- Leverage the four key customer expectations in every service interaction.
- Use emotional energy to connect with customers.
- Build customer loyalty.

### Skills

- Define learner's role in creating positive customer experiences
- Understand customer expectations
- Understand defining moments
- Leverage Measures of success
- Harness Emotional energy
- Build customer loyalty



## Service Ready Core: Mastering Conversational Essentials

In this program, participants learn how to meet their customers' professional needs by mastering the four parts of a service conversation: Open, Learn, Reply, and Close.

**Duration:** 4 hours

### Objectives

- Provide a process and related skills for handling all types of customer conversations.
- Defining customer's needs.
- Understanding Four parts of a customer-focused conversation.
- Delivering unwelcome news.
- Mastering the art of high-value conversations.

### Skills

- Effective customer conversations
- Gain customer confidence and cooperation
- Question strategically with open and closed questions
- Understand customer needs
- Share clear and correct information with the customer
- Deliver unwelcome news
- Present solutions in a constructive manner
- Close a conversation by highlighting positive outcomes
- Master service conversations



## Service Ready Core: Strengthening Customer Connections

In this program, participants learn how to improve their ability to connect better with customers to meet their personal needs and create positive customer experiences.

**Duration:** 4 hours

### Objectives

- Deliver key concepts to elevate the importance of each customer's unique value.
- Connecting with your customer.
- Guidelines for exceeding a customer's needs.
- Projecting a willingness to help.
- Choosing positive language.

### Skills

- Connect personally with customers
- Strengthen customer relationships
- Project willingness to help the customer
- Recognize words to avoid that annoy or diminish a customer's value
- Develop respectful responses that build customer loyalty
- Meet client needs

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## Service Ready Core: Navigating Challenging Situations

In this program, participants learn how to navigate situations where the customer is unhappy with their organization.

**Duration:** 4 hours

### Objectives

- Provide skills and techniques for diffusing and resolving escalated situations.
- Practice listening non-defensively.
- Learn about eight defusing skills.
- Master selective agreement.
- Understand the five resolving skills.

### Skills

- Listen non-defensively
- Use eight techniques to defuse tension
- Effective communication with upset the customer
- Offer appropriate goodwill gestures to customers
- Create loyal customers
- Prepare for commonly encountered challenging customer situations
- Navigate customer challenges



## Service Ready Core: Exploring Digital Conversations

In this program, participants learn how to meet customers' key expectations and create positive defining moments using digital communications such as email, text, chat, and social media.

**Duration:** 4 hours

### Objectives

- Explore growing importance of digital communication channels and impact of social media.
- Communication channels in use.
- Creating successful digital communications.
- Projecting a professional tone.
- Analyzing social media: case studies.

### Skills

- Understand different communication channels
- Create customer emails that are positive, professional, clear, and concise
- Meet key customer expectations
- Practice prudent guidelines when using social media
- Leverage digital communications with customers



## Large Account Management Process®

This program better known as LAMP®, is a customer-centric, business planning process for managing your relationships with your most significant accounts. This business planning process provides a road map for strategic customer relationships that have growth potential through the development of long-term plans to guide team selling and customer collaboration efforts. Price sensitivity and competitive threats are significantly reduced by managing a customer's perception of the business relationship and mutually identifying the appropriate level of collaboration.

**Duration:** 16 hours

### Objectives

- Gather account data about key players, revenue history, industry trends, business and organizational issues, and the account's view of you and your closest competitors.
- Identify the strategic players, field of play's trends, field of play's opportunities, your organization's strategic strengths, and your organization's critical vulnerability.
- Determine your position on the Buy-Sell Hierarchy, both from your perspective and the Field of Play's, and where you want it to go.
- Develop a Charter Statement.
- Create Relationship Goals to support the Charter Statement.
- Determine appropriate Focus Investments and Stop Investments.
- Set Revenue Targets.
- Identify the Single Sales Objectives, Investment Programs, information needed, and actions to implement your plan.

### Skills

- Expand the service
- Maintain the relationship
- Understand the buying process
- Identify action planning steps
- Conduct account strategy planning
- Perform critical Data Gathering activities for the account
- Confirm Key Situation Appraisal information
- Manage the implementation of strategic plans
- Determine revenue churn risks



# Farrel-Novita

## Getting Entrepreneurial

This program gives you the secrets of the world's great entrepreneurs, plus the fourteen essential application exercises to get you started. This seminar includes your own complete set of "Getting Entrepreneurial Applications" and a formal "Start-Up Business Plan" for creating and growing your own business.

**Duration:** Self-paced seminar

### Purpose

Learn the entrepreneurial basics which propel all high growth enterprises

### Learning Outcomes

- **Sense Of Mission:** The entrepreneurial way to deliver product/market winners
- **Customer/Product Vision:** Creating entrepreneurial passion to produce continuous growth
- **High-speed Innovation:** The entrepreneurs secret weapon for beating the competition
- **Self-inspired Behavior:** The power of loving what you do & getting very good at doing it

### Key Content

- Welcome to the New Entrepreneurial Age
- Getting Entrepreneurial
- Sense of Mission
- Customer/Product Vision
- High Speed Innovation
- Self-inspired Behavior
- What's Really Required



## The Entrepreneurial Organization

This program gives you the secrets of the world's great entrepreneurs, plus the thirteen essential application exercises to instill them across your own department and company.

The self-paced seminar, designed for individual managers or small groups of executives and managers, examines how the power of entrepreneurship can be re-instilled in any company to compete and prosper in the 21st century. Most students will spend nearly half the time completing the all-important application planning exercises.

An optional add-on is a facilitated discussion on entrepreneurial projects. During and at the close of the seminar, we recommend that all participants taking the seminar as part of a group, present and share their completed applications with each other – and then present their combined sets of applications to their respective supervisors for review.

**Duration:** Self-paced seminar with optional facilitated 8 hour discussion

### Purpose

Learn the entrepreneurial basics which propel all high growth enterprise

### Learning Outcomes

To identify the secrets of entrepreneurs, use a set of “The Entrepreneurial Organization Applications,” and re-instill the spirit of entrepreneurship across the company.

### Key Content

- Entrepreneurship-What it is
- Why People, Companies, and Countries All Need It
- Sense of Mission
- Customer/Product Vision
- High Speed Innovation
- Self-inspired Behavior
- What's Really Required
- The Entrepreneurial Organization



## Creating Entrepreneurial Economies

The driving force of every successful economy in the world is entrepreneurship. This program, for government/non-government organization leaders, presents what entrepreneurship really is and why it's so important in the 21st century global economy. It describes how governments can develop more entrepreneurial economies by encouraging, training and supporting large numbers of new entrepreneurs each year. Their start-up ventures will create new local jobs and permanently enrich the national economy. The session details our project approach for helping governments concerned with job creation, business start-ups, and economic development. It concludes with applications to evaluate current capabilities for creating a more entrepreneurial economy – and determining what key actions must be taken to improve.

**Duration:** Self-paced seminar with optional facilitated 8-16 hour discussion

### **Purpose**

Learn the entrepreneurial basics which propel all high growth economies and examine how those basics can be instilled across their own national or regional economy.

### **Key Content**

- Involving the Local and Regional Leadership
- Inspiring the Potential Entrepreneurs
- Developing the Entrepreneurs
- Providing On-going Support for the New Entrepreneurs



## Discover Assessments

In today's hyper-competitive business landscape, attracting the right talent and developing high-performing teams are critical for business growth and success. However, understanding how different personalities will react to new challenges or behave in a team situation has become a lengthy and expensive process—a concern many organizations have faced for years. Discover Assessments is a highly interactive, DISC-based psychometric assessment solution for hiring and talent development across the management spectrum. This behavioral assessment tool is quick, easy, highly interactive, and provides unlimited assessments and reports.

**Duration:** TBD

### Purpose

Immediately receive insights on individual or team behavior tendencies to help in recruitment, talent assessment, leadership development and coaching.

### Learning Outcomes

- To understand behavioral styles of individuals that responds to the demands of the job.
- To gain in-depth understanding regarding the way the person responds to problem-solving needs, face challenges, influence others, respond to environment and what their responses to rules and procedures set by others.
- To understand the person's management and selling/presentation style, their motivation, and behavior traits.
- To use the assessments and compare with ideal job profiles and/or other individuals.



# Discover Assessments

## PERSONALITY ASSESSMENT

### PERSONALITY PROFILING - DISCOVER GAMIFIED BEHAVIORAL ASSESSMENT

**Duration:** 10 minutes

**Ideal for:** Roles across the workforce spectrum to identify candidates who are more likely to be comfortable in a particular job and perform better.

**Measures:** Work, pressure and natural behavioral patterns of candidates and their preferred working styles as well as twenty-four behavioral traits.

**Benefits:** Predict compatibility of candidate with jobs using their behavioral patterns. Improve retention, better productivity, higher engagement and motivation levels.

## APTITUDE ASSESSMENTS

### DEDUCTO – DISCOVER DEDUCTIVE REASONING ASSESSMENT

**Duration:** 3 minutes

**Ideal for:** Roles requiring deductive reasoning like IT analyst, financial analyst, sales function, audit etc.

**Measures:** Cognitive ability to identify the process by which the input data / information becomes the output data / information.

**Benefits:** Predict compatibility of candidate with jobs that require deductive logical reasoning.

### SEQUENZO – DISCOVER INDUCTIVE REASONING ASSESSMENT

**Duration:** 4 minutes

**Ideal for:** Roles requiring inductive reasoning like software programmers, financial planners, sales function, quality etc.

**Measures:** Cognitive ability to identify the data pattern.

**Benefits:** Predict compatibility of candidate with jobs that require inductive logical reasoning.

### NUMERO– DISCOVER NUMERICAL APTITUDE ASSESSMENT

**Duration:** 4 minutes

**Ideal for:** Roles requiring numerical aptitude like software coding, banking professionals, production department, sales function etc.

**Measures:** Cognitive ability to work with numbers accurately and swiftly.

**Benefits:** Predict compatibility of candidate with jobs that require numerical aptitude.

### VERBO - DISCOVER ENGLISH LANGUAGE PROFICIENCY ASSESSMENT

**Duration:** 4 minutes

**Ideal for:** Roles requiring English language proficiency like customer service, front office, contact centers, software professionals etc.

**Measures:** Proficiency in English language.

**Benefits:** Predict compatibility of candidate with jobs that require English language proficiency.



## Discover Assessments

### **SPATIO - DISCOVER SPATIAL APTITUDE ASSESSMENT**

**Duration:** 5 minutes

**Ideal for:** Roles requiring spatial aptitude like architect, engineering, designing etc.

**Measures:** Cognitive ability to work with 2D and 3D shapes and images.

**Benefits:** Predict compatibility of candidate with jobs that require spatial aptitude.

### **RICORDO - DISCOVER MEMORY RETENTION ASSESSMENT**

**Duration:** 2 minutes

**Ideal for:** Roles requiring prolonged concentration, memory retention, instruction memory etc. like factory workers, air traffic controllers, pilots etc.

**Measures:** Mental focus, memory retention, attention span, instruction retention etc.

**Benefits:** Predict compatibility of candidates to perform in instruction dependent roles requiring prolonged concentration.

### **CONSCIO - DISCOVER ATTENTION & ERROR DETECTION ASSESSMENT**

**Duration:** 3 minutes

**Ideal for:** Roles requiring attention, focus, multi-tasking, error detection etc. like drivers, factory workers, security personnel, store check-out clerks etc.

**Measures:** Mental agility, focus, concentration, avoiding distraction, detecting errors etc.

**Benefits:** Reduces accidents, improves productivity.

## **ORGANIZATIONAL CONGRUENCE ASSESSMENTS**

### **CULTURO - DISCOVER CULTURE & VALUES ASSESSMENT**

**Duration:** 15 minutes

**Ideal for:** Managerial roles where the culture and values of the candidate should match those of the organization.

**Measures:** The culture and values of the candidate against those of the organization.

**Benefits:** Predict compatibility of candidate to align with the organization in terms of its culture and values.

### **ETHICO - DISCOVER INTEGRITY AND ETHICS ASSESSMENT**

**Duration:** 15 minutes

**Ideal for:** Roles requiring high level of integrity and ethics like store check-out counter staff, sales staff, stock keeping personnel, financial professionals, auditor etc.

**Measures:** Level of integrity, moral judgement, diligence and persistence of an individual.

**Benefits:** Reduce compliance issues, improve honesty among personnel, improve integrity within the work culture.



# Discover Assessments

## EMOTIONAL INTELLIGENCE ASSESSMENT

### EMOTIO - DISCOVER EMOTIONAL INTELLIGENCE ASSESSMENT

**Duration:** 4 minutes

**Ideal for:** Roles requiring emotional intelligence like people managers, HR professionals, relationship-based selling etc.

**Measures:** Ability to identify and work with emotions in different situations.

**Benefits:** Build better teams, improve interpersonal relationships, develop effective people leaders.

## SKILLS ASSESSMENTS

### VENTO - DISCOVER SELLING SKILLS ASSESSMENT

**Duration:** 15 minutes

**Ideal for:** Roles requiring selling skills especially in B2B distribution selling.

**Measures:** ROI/PL sensitivity, opportunity evaluation, channel identification, sales planning etc.

**Benefits:** Predict compatibility of candidate to perform in sales roles.

### MS WORD ASSESSMENT

**Duration:** 10 minutes

**Ideal for:** Roles requiring proficiency in MS Word skills.

**Measures:** Proficiency of shortcuts, formatting, editing etc on MS Word.

**Benefits:** Identify candidates who are proficient in MS Word and would require minimum training on the job.

### MS EXCEL ASSESSMENT

**Duration:** 10 minutes

**Ideal for:** Roles requiring proficiency in MS Excel skills.

**Measures:** Proficiency of shortcuts, formulas, data analysis etc on MS Excel.

**Benefits:** Identify candidates who are proficient in MS Excel and would require minimum training on the job.

### MS POWERPOINT ASSESSMENT

**Duration:** 10 minutes

**Ideal for:** Roles requiring proficiency in MS PowerPoint skills

**Measures:** Proficiency of shortcuts, formatting, creating presentation etc on MS PowerPoint

**Benefits:** Identify candidates who are proficient in MS PowerPoint and would require minimum training on the job.



# Discover Assessments

## CODING ASSESSMENTS

### C / C++ ASSESSMENT

**Duration:** 10 minutes

**Ideal for:** Roles requiring coding proficiency in C / C++ software skills.

**Measures:** Proficiency of concepts of C / C++, Pointers, Functions, Classes etc.

**Benefits:** Identify candidates who are proficient in C / C++ and would require minimum training on the job.

### HTML5 ASSESSMENT

**Duration:** 10 minutes

**Ideal for:** Roles requiring coding proficiency in HTML software skills.

**Measures:** Proficiency of concepts of HTML like syntax, attributes, web pages files etc.

**Benefits:** Identify candidates who are proficient in HTML and would require minimum training on the job.

### PHP ASSESSMENT

**Duration:** 10 minutes

**Ideal for:** Roles requiring coding proficiency in PHP software skills.

**Measures:** Proficiency of concepts of PHP like arrays, session handling, variables etc.

**Benefits:** Identify candidates who are proficient in PHP and would require minimum training on the job.

### PYTHON ASSESSMENT

**Duration:** 10 minutes

**Ideal for:** Roles requiring coding proficiency in Python software skills.

**Measures:** Proficiency of concepts of Python software such as data types, functions, classes, objects etc.

**Benefits:** Identify candidates who are proficient in Python and would require minimum training on the job.

### .NET ASSESSMENT

**Duration:** 10 minutes

**Ideal for:** Roles requiring coding proficiency in .net software skills.

**Measures:** Proficiency of concepts of .net.

**Benefits:** Identify candidates who are proficient in .net and would require minimum training on the job.

### JAVA ASSESSMENT

**Duration:** 10 minutes

**Ideal for:** Roles requiring coding proficiency in Java software skills.

**Measures:** Proficiency of concepts of Java.

**Benefits:** Identify candidates who are proficient in Java and would require minimum training on the job.



## Discover Yourself

This program is a highly interactive, DISC-based assessment solution for hiring and talent development across the management spectrum.

**Duration:** TBA

### **Purpose**

Support leadership transition by understanding self better and preparing for new role.

### **Learning Outcomes**

- To reflect on natural tendencies at work.
- To select areas of strengths to cultivate.
- To identify actions to build leadership skills.



## Situational Leadership® Essentials

Grounded in research and over 50 years of behavioral science, the Situational Leadership® Model equips leaders with the tools necessary to skillfully navigate the demands of an increasingly diverse workforce and evolving global marketplace.

**Duration:** 8-16 hours

### **Purpose**

Learn an objective, practice framework as a road map to lead situationally, with intention, and achieve alignment, build trust and effectively influence the success and engagement of others.

### **Learning Outcomes**

- To create common language for performance.
- To account for multi-directional influence.
- To utilize task specificity as a measure of performance vs typecasting employees.
- To allow leaders to effectively drive behavior change.
- To accelerate the pace and quality of employee development.
- To teach leaders to accurately interpret and effectively respond to their environment.



## Assertive Communication at Work

Designed to empower you in expressing your thoughts, needs, and boundaries clearly and respectfully, this program equips you with the skills to navigate challenges, achieve your goals, and build a more positive and empowered work environment.

**Duration:** 3.5 hours

### Purpose

Raise your awareness so that you can strike a balance between passive and aggressive communication styles, leading to more productive and harmonious interactions.

### Learning Outcomes

- To gain confidence in expressing your ideas, needs, and opinions, leading to more assertive and impactful communication.
- To build stronger, more trusting relationships with bosses, colleagues, and clients by implementing assertive communication techniques.
- To be equipped with the skills to deliver constructive conversations, leading to quicker resolutions and reduced workplace tension.
- To support a positive work culture that allows open and respectful communication, collaboration, and mutual respect.

# Building Strong Organizational Skills

How solid are your leadership skills in the face of growing workplace challenges? In this highly interactive workshop, participants will learn leadership tips to help fine-tune your organizational skills.

**Duration:** 16 Hours

## Purpose

Develop your organizational skills to effectively manage tasks, time, resources, and relationships with the company.

## Process

- The Basic Principles for Leadership Under Pressure
- Managing Time and Priorities
- Making Team Decisions
- Implementing for Success

## Learning Outcomes

- To apply The Basic Principles in work-pressure situations.
- To determine and apply prioritization techniques to manage time and resources.
- To use decision-making tools in team discussions.
- To anticipate implementation concerns and do something about them.

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# Communicate with Impact

Effectively communicating in the digital age is crucial for capturing attention and leaving a lasting impression. As reliance on digital platforms continues to grow, the way we communicate online has become a vital aspect of both personal and professional success.

**Duration:** 8–16 hours

## Purpose

Deliver more impactful business communication through content, structure, and rapport.

## Process

- Importance of Business Communication
- Emails: Structure, Sentence Construction, Tone
- Chats: Sentence Construction, Tone
- Virtual Meetings: Verbals, Visuals
- Do's and Don'ts

## Learning Outcomes

- To verbalize the importance of Business Communication.
- To discover proper digital communications.
- To apply effective techniques in day-to-day operations.



## Critical Thinking for Team Excellence

This program is an engaging and interactive initiative designed to equip leaders with thinking tools to solve problems, make informed decisions, and think more strategically. By emphasizing critical thinking skills, the workshop encourages participants to confront biases, understand different modes of thinking, and implement thoughtful strategies to make informed decisions and manage risks effectively. It provides a blend of theoretical and practical knowledge, empowering leaders to tackle real-world issues with confidence and agility.

**Duration:** 8 hours

### Purpose

Build better and more active critical thinkers.

### Learning Outcomes

- To recognize and challenge cognitive biases that can impact decision-making.
  - To apply System 1 and System 2 thinking to different problem-solving scenarios.
  - To utilize critical thinking tips to enhance decision-making and problem-solving abilities.
  - To employ the critical thinking process in answering common management questions.
  - To promote an organizational culture that encourages critical thinking and honest conversations.
- 

## Discovering Your True Leadership Self

Authentic leadership goes beyond titles and authority; it's rooted in authenticity, self-awareness, and genuine connection. Leading with Authenticity: Discovering Your True Leadership Self provides practical strategies for building trust, fostering open communication, and cultivating a culture of authenticity within your team.

**Duration:** 3.5 hours

### Purpose

Provide you with the keys to leading with integrity, empathy, and a genuine commitment to positive change through a journey of self-discovery.

### Learning Outcomes

- To gain a deeper understanding of your personal values, strengths, and areas for development, leading to increased self-awareness as a leader.
- To have increased emotional intelligence resulting in better leadership and teamwork.
- To implement authentic leadership principles that can lead to a positive organizational culture where honesty, openness, and authenticity are valued and practiced.
- To make more confident and ethical decisions that align with your values and the organization's values.

## Elevating Employee Experiences

This program is designed to empower employees with the skills, knowledge, and tools needed to provide outstanding service to their most important customers: the employees. This workshop will guide the you through a series of interactive sessions, focusing on understanding and meeting your customer's needs in various communication platforms.

**Duration:** 8 hours

### Purpose

Drive customer service mindset among employees and gain tools to communicate across various platforms.

### Learning Outcomes

- To understand your role as service providers.
- To replicate defining moments by meeting the personal, business and hidden needs of your customers.
- To lead customer service conversations across various communication platforms through the use of a 6-step conversation structure.
- To use techniques to diffuse strong emotions that may show up in a customer service conversation.
- To gain best practices in delivering unwanted news to your customers.

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## Influencing for the 21st Century

Despite our best intentions, many of our influence attempts fail before we really begin. You may have had good intentions, supported your point of view with facts, and even set deadlines or offered rewards and penalties, but they didn't budge.

Thanks to a tremendous amount of social science research from around the world in recent decades, we now know a lot about what works and what doesn't when it comes to influencing others in work and life. This course is about how to make it work, especially when faced with challenges.

**Duration:** 8 hours

### Purpose

Become a positive influencer.

### Learning Outcomes

- To define the range of skills and choices available to improve influencing skills.
- To practice habits that steadily builds influence in the workplace.
- To demonstrate greater ability to gain buy-in from others and create impact you want through increased influence.



# Leadership Webinars

## 1 Agile Learning for Future-Proof Career

The digital age has ushered in an era of constant disruptions where job roles transform at an unprecedented pace. To navigate this dynamic landscape and thrive in the workforce of the future, one essential skill has emerged as the linchpin: Lifelong Learning.

The Key to Unlocking a Future-Proof Career will delve into the role of continuous learning in ensuring career longevity, adaptability, and personal growth.

**Duration:** Webinar 1.5 hours

### Learning Outcomes

- To gain self-awareness in assessing their current default mindset.
- To see the positive impact of growth mindset and lifelong learning to their career growth and longevity.
- To have actionable steps in making lifelong learning part of their daily lives

## 2 Everyday Innovation at Work

In order to thrive and stay ahead, innovation is no longer a luxury; it's a necessity. Everyday Innovation: Making Creativity the Norm at Work will explore practices that can turn innovation from an occasional event into a daily habit in the workplace.

Get ready to embrace creativity, challenge the status quo, and drive positive change in your day-to-day!

**Duration:** Webinar 1.5 hours

### Learning Outcomes

- To appreciate the role of innovation in workplace growth and excellence.
- To understand the importance of allowing room for experimentation and failure as necessary ingredients for innovation.
- To integrate new habits that will allow them to embrace innovation in the day-to-day.

# Leadership Webinars

## 3 Fine-Tuning Your Presentation Skills

How can you convey confidence and authority while also building rapport and trust with your audience?

This program is designed to help you find the balance between strength and warmth so that you can build meaningful connections, inspire trust, and achieve your personal and professional goals. Communication goes beyond words; it involves striking the right balance.

**Duration:** Webinar 1.5 hours

### Learning Outcomes

- To assess your current balance in warmth and strength, and understand the impact on people you communicate with.
- To apply communication techniques that can balance out your need for either warmth or strength.
- To utilize other non-verbal communication components in balancing warmth or strength.

## 4 Inspire and Lead with Stories

Whether you are addressing your team, presenting to stakeholders, or casting a vision, the stories you tell can be the bridge between where you are and where you want to be. Storytelling for Leaders: Inspire, Motivate and Lead with Stories uncovers the strategic use of narrative as a tool for inspiring action, driving change, and leading a team towards shared goals.

Great leaders are not just managers; they are storytellers!

**Duration:** Webinar 1.5 hours

### Learning Outcomes

- To utilize the power of storytelling in conveying impactful, memorable and actionable messages in the workplace.
- To know the elements of an effective leadership story so they can deliver their messages through stories.
- To create connection by applying best practices in engaging emotions and authenticity with their intended audience.



## Leadership Webinars

### 5 Optimize Productivity in Hybrid Settings

As the professional world shifts towards hybrid work arrangements, this newfound flexibility offers numerous advantages and unique challenges when it comes to managing energy and focus. *Seamless Productivity: Managing Energy and Focus in Hybrid Settings* delves into strategies for optimizing productivity by managing energy and maintaining focus, regardless of location!

Get ready to enhance your productivity and thrive in the new era of work!

**Duration:** Webinar 1.5 hours

#### Learning Outcomes

- To assess the current advantages and challenges in their hybrid work environment.
- To gain awareness on your current energy levels so you can better manage the peaks and troughs throughout the day.
- To create a work environment that supports structure and sustained focus throughout the day.

### 6 Problem Solving Beyond the Symptoms

While it's crucial to address immediate symptoms and issues, true mastery of problem-solving requires going deeper—to the root causes. This program helps move beyond quick fixes and tackle challenges at their core.

Look beyond the immediate and obvious and equip yourself with the mindset and tools to drive long-lasting solutions and improvements.

**Duration:** Webinar 1.5 hours

#### Learning Outcomes

- To differentiate root causes from symptoms when facing problems.
- To understand the role of both corrective and Band-Aid solutions in choosing the appropriate solutions to their problems.
- To use problem solving tools in their problem solving process.

# Leadership Webinars

## 7 Shifting from Silos to Team-Centric Thinking

Many struggle with siloed thinking and a lack of cohesion among departments and teams. From Me to We: Shifting from Silos to Team-Centric Thinking addresses the needed shift from isolated work to a more collaborative and unified approach. This will explore the pitfalls of siloed work environments and provide a roadmap for creating a culture of collaboration and collective intelligence.

**Duration:** Webinar 1.5 hours

### Learning Outcomes

- To spot the symptoms of siloed thinking and groupthink in your day-to-day interactions.
- To assess the impact of siloed thinking and groupthink in an individual and organizational level.
- To establish the importance of clear roles and responsibilities in the shift towards team centric thinking.

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## Managing Stakeholders with Confidence and Ease

This program is designed to help you understand the process of identifying, analyzing, and engaging with individuals or groups with vested interest or concern in the outcomes. The management process includes analysis, alignment, communication, resolving conflicts/concerns, and managing relationships.

**Duration:** 8 hours

### Purpose

To better engage various stakeholders with planning and communication skills to build confidence and efficiency.

### Learning Outcomes

- To improve your ability to influence stakeholders.
- To analyze stakeholders and their interests and engagement using tools.
- To efficiently resolved stakeholder concerns.
- To improve personal influence, collaboration, and coordination.

# Navigating Change with Resilience

When we can't adapt, we risk becoming obsolete. This program is designed to reframe your perspective on change, enabling your teams to embrace change and ensure your organization's survival and longevity.

**Duration:** 3.5 hours

## Purpose

To provide you with the knowledge, tools, and mindset needed to face change with resilience, confidence, and adaptability.

## Learning Outcomes

- To shift your perspective, where change is viewed as an opportunity for growth, innovation, and transformation, rather than as a threat.
- To apply practical techniques to ensure that your teams are better prepared to navigate change, remain agile, and thrive in uncertain times.
- To guide your team members through change effectively, fostering trust and stability during transitions.
- To inspire your team to face change with confidence, knowing they have the skills and support to overcome challenges and achieve success.

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# Negotiation for Shared Success

## 8 Hour Version

It's easy to think of negotiating as a skill reserved for sales or purchasing professionals. Many of us may believe that it's not something we need to get involved in. However, the reality is that we negotiate all the time. Whether interacting with others during a purchase, sale, or team collaboration, negotiations occur when money, time, features, or extras are in play. Having the right negotiation skills can save thousands of pesos on significant purchases like cars and houses. Moreover, effective negotiation skills can contribute to the organization's profitability.

In this course, we will guide you through a scalable process that you can use to negotiate multi-million peso deals or even convince your kids to eat more vegetables.

**Duration:** 8 hours

## Purpose

Learn strategies to come up with strong negotiation positions to achieve win-win outcomes.

## Learning Outcomes

- To identify negotiation opportunities.
- To focus your negotiation efforts by incorporating planning tools.
- To generate a variety of solutions that can mutually benefit all parties.
- To redirect counterproductive negotiation behaviors.
- To lead a consultative negotiation that leads to a final agreement.

# Negotiations for Shared Success

## 16 Hour Version

Whether you're closing deals, forming inter-department partnerships, or leading teams, effective negotiation is key to success.

This program will equip you to master the nuances of negotiation, from understanding the person across the table, crafting clear, persuasive, and well-framed messages and strategically asserting your own needs.

**Duration:** 16 hours

### Purpose

Equip you in mastering the nuances of negotiation, from understanding the person across the table, crafting clear, persuasive, and well-framed messages and strategically asserting your own needs.

### Learning Outcomes

- To utilize a step-by-step negotiation discussion. Master the step-by-step negotiation process, from preparation and opening statements to information exchange, deadlocks, and closure, enhancing your negotiation strategy and execution.
- To understand different personalities. Learn to recognize and adapt to various personality types in negotiations, enhancing your ability to communicate, influence, and create mutually beneficial agreements.
- To create goals and objectives. Develop clear and achievable goals and objectives for negotiations, ensuring alignment with your interests while encouraging collaboration and cooperation.
- To use assertiveness in negotiation. Develop assertive communication skills to confidently advocate for your interests, assert boundaries, and navigate conflicts with clarity, professionalism, and respect.
- To maintain composure under negotiation pressure. Learn practical strategies for managing emotions and maintaining composure during heated discussions, enabling you to stay focused, resilient, and adaptable in challenging situations.
- To use Influencing Techniques: Explore influential techniques to leverage persuasion and influence to achieve desired outcomes while preserving relationships.

## Sinking Silos. Building Bridges.

Your ability to communicate effectively under any circumstance is not just an asset—it's essential. This program is designed to address the challenges of communication in today's diverse and fast-paced environment, focusing on building trust and fostering an inclusive culture.

Prepare to immerse yourself in interactive discussions, practical exercises, and reflective learning that will equip you with masterful communication skills, enabling you to navigate even through high-pressure conditions.

**Duration:** 16 hours

### Purpose

Address the challenges of communication in today's diverse and fast-paced environment, focusing on building trust and fostering an inclusive culture.

### Learning Outcomes

- To discover trust-building techniques. Learn to apply key principles that break down barriers and build trust, even when faced with high-pressure conditions that test the limits of professional relationships.
- To cultivate flexibility in communication. Gain insights into the myriad of communication preferences and personality profiles you'll encounter in the workplace. Our sessions will guide you in demonstrating adaptability that contributes to a more inclusive, cohesive organizational culture.
- To navigate multiple communication platforms. Whether it's face-to-face or through the digital threads of emails, chats, phone calls, or video calls, you'll learn to integrate core principles and tailored assessment techniques to ensure clarity and connection across all forms of communication.
- To empower and connect with empathy. Develop the skill to ask the right questions and use effective connecting skills that empower and empathize with others, establishing a foundation for strong, supportive interactions.
- To be assertive and aware. Elevate your awareness of the critical role assertive communication plays in everyday interactions. Understand how to identify and steer clear of conversation styles that derail productivity and harmony.
- To maintain composure under pressure. Acquire the techniques that will help you regain and maintain your presence of mind during high-pressure situations, enabling you to communicate with mindful authenticity.



2026

# PUBLIC WORKSHOPS

PROGRAM	DESCRIPTION	DATES
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<p><b>Project Management</b></p> <p><b>Virtual Instructor Led Training (VILT)</b>  <i>Duration per schedule: 4 half days*</i>  <i>Time: 8:00AM - 12:00NN</i></p> <p><i>*inclusive of breaks</i></p>	<p>Equip project leaders practical, scalable solutions to define, plan and implement any type of project—regardless of size or scope.</p>	<p><b>VILT</b></p> <ul style="list-style-type: none"> <li>• January 20-23</li> <li>• April 21-24</li> <li>• July 7-10</li> <li>• October 20-23</li> </ul>
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<p><b>Problem Solving and Decision Making</b></p> <p><b>Virtual Instructor Led Training (VILT)</b>  <i>Duration per schedule: 4 half days*</i>  <i>Time: 8:00AM - 12:00NN</i></p> <p><i>*inclusive of breaks</i></p>	<p>Learn a step-by-step process for successfully solving problems, prioritizing issues, making good decisions, and analyzing potential risks and opportunities.</p>	<p><b>VILT</b></p> <ul style="list-style-type: none"> <li>• March 24-27</li> <li>• May 19-22</li> <li>• September 8-11</li> <li>• November 17-20</li> </ul>
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