

## MASTERING CRITICAL SKILLS

*"Companies investing in developing the skills of LEADERS AND MANAGERS have seen significant improvement in retention, productivity, error rates and the ability of teams to reach goal faster!"*

### MANAGEMENT SKILLS

#### *MASTERING COMMUNICATION SKILLS*

- ESSENTIALS OF COMMUNICATION
- CORPORATE COMMUNICATIONS
- WRITING BUSINESS PLANS
- HIGH IMPACT PRESENTATION SKILLS
- WRITING PROPOSALS & RFP'S
- DEADLY SINS OF EMAIL COMMUNICATION

#### *MASTERING CRITICAL SKILLS*

- DRIVING MEETING SUCCESS
- THE ART OF NEGOTIATION
- DECISION MAKING & PROBLEM SOLVING
- EFFECTIVE DELEGATION
- TIME MANAGEMENT
- PROJECT MANAGEMENT

#### *MAXIMIZING WORKFORCE PERFORMANCE*

- LEADING BY POSITIVE PERSUASION
- MANAGING CONFLICT & DIVERSITY
- EMPLOYEE COACHING
- WRITING JOB DESCRIPTIONS
- PERFORMANCE APPRAISALS
- COUNSELLING POOR PERFORMANCE
- HIRING & INTERVIEW TOOLS
- AFTER THE HIRE – RETENTION
- THE TERMINATION PROCESS

### BUSINESS SKILLS

#### *MANAGING PERFORMANCE*

- BUSINESS ANALYSIS PROCESS
- COMPETITIVE SCORE-CARDING
- GOAL SETTING AND PLANNING
- KEYS TO STRATEGY EXECUTION

#### *OPTIMIZING CUSTOMER RELATIONS*

- SCORING CUSTOMER PROFITABILITY
- MAGNIFYING CUSTOMER FOCUS
- TURNING CUSTOMER VALUE INTO COMPETITIVE EDGE

#### *MAXIMIZE YOUR MARKET-SHARE*

- CREATING A COMPELLING MARKET MESSAGE
- MARKETSHARE GROWTH PLANNING

#### *MAXIMIZE SALES PERFORMANCE*

- THE CONSULTANT APPROACH
- ADDRESSING SALES PERFORMANCE
- COACHING A SALES TEAM

#### *PARTNERSHIP MANAGEMENT*

- THE POWER OF PARTNERSHIPS
- INCREASE SUPPLY PROFITABILITY
- CHANNEL MANAGEMENT

Workshops can be custom designed and conducted in-house