

Topics/Training	Description and Objectives	Sub Topics	Proposed Medium
MID LEVEL MANAGEMENT			
Negotiation/ Collective Bargaining	<p>Negotiation is the art of reaching an agreement by resolving differences through creativity.</p> <p>Objectives</p> <p>Trainees would be able to define Negotiation</p> <p>Why do we Negotiate</p> <p>Negotiation Process</p> <p>Negotiation Strategy</p> <p>Effective Negotiation</p>	<ul style="list-style-type: none"> · Personal negotiation styles. · Understanding alternatives and when to walk away from a deal. · The importance of relationships in negotiations. · The challenge of transforming competition into cooperation. · Dealing with emotional and irrational situations. · Building coalitions and getting around opposing parties. · Hidden biases and other psychological factors in negotiations. 	Classroom training/in-person lecture
Interpersonal & People's Skills	<p>Interpersonal skills is usually refers to as people's or communication skills.</p> <p>They are skills people use to communicate and interact.</p> <p>Objectives</p> <p>Trainees would be able to persuade their recipient and positively influence their decisions</p>	<ul style="list-style-type: none"> · Assertiveness · Conflict Resolution Skills · Managing Stress · Time Management 	Classroom training/ in-person lectures
Team Building and	Team building is the process	· Team building game	Video

<p>Conflict resolution</p>	<p>in which a team collectively grows in unity through training, shared experiences and conflict resolution.</p> <p>Conflict management is the process where a leader is able to effectively resolve conflict so that all the parties involved in the disagreement come to a common understanding and resolution.</p> <p>Objectives</p> <p>Trainees would be able to acquire skills for resolving issues, building trust and communication channels for team cohesiveness.</p>	<ul style="list-style-type: none"> · Conflict management · Conflict resolution · Managing conflict · How to resolve conflict 	<p>conferencing, internet download, classroom training</p>
<p>Effective communication Skills</p>	<p>Communication is the activity of conveying information through the exchange of thoughts, messages, or information, as by speech, visuals, signals, writing, or behavior.</p> <p>It is the meaningful exchange of information between two or more living creatures</p> <p>Objectives</p> <p>Trainees will be able to understand</p> <p>Verbal communication</p> <p>Non-verbal communication</p> <p>Communication methods</p>	<ul style="list-style-type: none"> · Presentation Skills · Writing Skills · Negotiation: Your Road to Success · Power Speaking · managing Information Effectively · The Basics of Effective Communication · Using Data to Communicate · Communicating Across Cultures 	<p>Classroom training/ Video conferencing</p>

	and process Encoding and decoding process		
Business Writing Skills	A practical definition of business communication with specific tools and skills to improve organizational performance	<ul style="list-style-type: none"> · Writing Skills · Advanced Business Writing · Writing for a Global Audience · Writing Effective Emails · Persuasive Business Writing · Effective Business Writing 	Groupware, Classroom training
Entrepreneurship	Entrepreneurship is the quality of being an <i>entrepreneur</i> , i.e. one who "undertakes an enterprise". The term puts emphasis on the risk and effort of individuals who own and manage a business, and on the innovation that result from their pursuit of economic success.	<ul style="list-style-type: none"> · Innovation and Implementation · Business Case Development · Critical Thinking Skills · Emotional Intelligence 	Classroom training, internet web tool
People Management Skills	<ul style="list-style-type: none"> • understanding ourselves and moderating our responses • talking effectively and empathizing accurately • building relationships of trust, respect and productive interactions 	<ul style="list-style-type: none"> · Coaching · Delegating · Developing Employees · Difficult Interactions · Dismissing an Employee · Feedback Essentials 	Virtual team, groupware, classroom teaching
UPPER MANAGEMENT			

Analytical & Critical Thinking	<p>Critical thinking is a way of deciding whether a claim is true, partially true, or false. Critical thinking is a process that leads to skills that can be learned, mastered and used. Critical thinking is a tool by which one can come about reasoned conclusions based on a reasoned process. This process incorporates passion and creativity, but guides it with discipline, practicality and common sense.</p>	<ul style="list-style-type: none"> · Understanding critical thinking · Where do other type of thinking fits in · Pitfalls to reasoned decision making · The critical thinking process · Creating explanations 	Classroom training
Decision Making/Assertiveness	<p>Decision making can be regarded as the cognitive process resulting in the selection of a course of action among several alternative scenarios. Every decision making process produces a final choice The output can be an action or an opinion of choice. The objective of this course is to make trainees make very effective decisions and to understand decision-making process</p> <p>[</p>	<ul style="list-style-type: none"> · Decision Focus · Negotiating · Persuading Others · Presentation Skills · Writing Skills 	Classroom training, video conferencing
Ethics, professionalism and Integrity matters in the work place	<p>Values and ethics are important in the workplace to help keep order, ensuring</p>	<ul style="list-style-type: none"> · Ethics for a modern workforce · Promoting integrity 	Intensive classroom teaching, video

	<p>that a company runs smoothly and remains profitable. Each individual company makes its values and ethics known almost immediately after hiring an employee, or many times, during the interview process. And in many businesses, no matter how well an employee performs, if he doesn't follow workplace values and ethics, it can result in termination</p>	<p>and trust</p> <ul style="list-style-type: none"> · Competency 1 foundations for an ethical workplace · Leading with integrity- Workplace 	<p>conferencing.</p>
<p>Team building</p>	<p>Team building is a philosophy of job design in which employees are viewed as members of interdependent teams instead of as individual workers. After this course, trainees will be able to have team cohesiveness with empathy skills for the team.</p>	<ul style="list-style-type: none"> · Team Management · Team Leadership · Creating a Strong Leadership Team · Hiring Outstanding Teams: Attracting the Right Candidates · Hiring Outstanding Teams: Behavioral Interviews and Other Techniques 	<p>Classroom training</p>
<p>Planning and Organizing</p>	<p>It is the ability to manage self and/or others, and resources including time and surrounding circumstances to reach a specific goal. After this course, trainees will be able to Accurately estimate time and effort required to</p>	<ul style="list-style-type: none"> · Budgeting · Business Case Development · Decision Focus · Project Management 	<p>video conferencing and classroom training</p>

	<p>complete a task.</p> <p>Identify and organize systems and required resources.</p> <p>Organize personal time to carry out responsibilities.</p>		
Coaching	<p>Coaching skills builds quickly and effectively so your managers and leaders are able to</p> <ul style="list-style-type: none"> • Spend more time on the work that really matters – rather than constantly battling the busywork • Increase the impact their team makes – both as individuals and as a whole <p>Objectives</p> <p>The training offers a unique opportunity to develop authentic and powerful coaching and leadership in organizations which integrates performance and purpose</p>	<ul style="list-style-type: none"> · Coaching · Delegating · Feedback Essentials · Coaching Essentials · Mentoring: CIG sing the Mentoring Relationship · Mentoring: Developing Relationships · Mentoring: Identifying Your Goals 	Classroom training and internet download
Risk management	<p>Enterprise risk management (ERM) in business includes the methods and processes used by organizations to manage risks and seize opportunities related to the achievement of their objectives. ERM provides a framework for risk, which</p>	<ul style="list-style-type: none"> · Implement an effective ERM system · Comply with requirement for corporate governance · Learn how to align risk appetite and strategy · Enhance risk response decision 	Clas

	<p>typically involves identifying particular events or circumstances relevant to the organization's objectives (risks and opportunities), assessing them in terms of likelihood and magnitude of impact, determining a response strategy, and monitoring progress.</p>	<ul style="list-style-type: none">· Provide integrated responses to multiple risks	
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